

JOB DESCRIPTION: Operations Supervisor

PART A: General Information

Position title:	Operations Supervisor
Place:	Phnom Penh, Cambodia
Responsible to:	Finance Manager
Assisted by:	Admin & Operations team

PART B: About Cambodian Living Arts (CLA)

We believe arts are at the heart of a vital society. We envision the arts and cultural expression as essential to a thriving future for Cambodia.

Cambodian Living Arts' mission is to be a catalyst in a vibrant arts sector, inspiring new generations

Our strategic goals for the period 2017-2021 are to:

- Enable artists and cultural leaders by providing training, funding and resources
- Integrate arts and culture into the life experiences of young people
- Expand audiences and markets for Cambodian performing arts
- Facilitate beneficial connections and collaboration between arts communities in Cambodia and Asia

Our ongoing aims are to:

- Lead major artistic initiatives that support the development of the Cambodian arts sector
- Facilitate international and regional exchange and promotion
- Support the continuity of Cambodia's artistic heritage

PART C: Position overview

The Operations Supervisor will organize and coordinate office administration and procedures, in order to ensure organizational effectiveness, efficiency and safety. The operations supervisor is responsible for developing efficient ways to communicate between CLA offices, streamlining administrative procedures, inventory control, office staff supervision and task delegation.

Improve ways of working, take the lead on making sure we are compliant with laws and regulations – this is ongoing development. Example: tax, benefits, Ministry report, visas and permits etc...

Experienced in handling a wide range of administrative and executive support related tasks and able to work independently with little supervision. Well organized, flexible and enjoy the administrative challenges of supporting a growing office of diverse people.

PART D: Responsibilities

Compliance

- Manage relationships with Ministries and ensure all reporting and registration requirements are met
- Take the lead on keeping up to date with new national laws and policies that CLA needs to follow (e.g. tax regulations, social security, etc) and provide information and recommendations to Core Management Team on how we should implement
- Be the main representative of CLA within CCC, and use this network to help CLA improve
- Ensure CLA has all relevant insurance (health, fire, liability etc) in place and up to date
- Be the central coordinator of the Child Protection policy

Human Resource Management

- Ensure CLA has strong HR procedures that follow the Labor Law and create an environment that makes staff feel supported and valued
- Work with and provide support to Managers for HR processes e.g. recruitment, performance management, contract negotiations and termination, staff planning and career development.
- Review staff salaries and benefits to ensure they are in line with market rate
- Coordinate regular HR admin e.g. vacation tracking, performance reviews, staff files etc.
- Be the main point of contact when staff have HR issues or there are problems to be resolved
- Coordinate orientation for new staff and exit interviews for leaving staff
- Coordinate any professional development training needs or opportunities for staff

Professional and smooth working office environment

- Manage the office and admin support teams, including security and cleaning (across all CLA offices)
- Make sure all CLA offices have a friendly and welcoming environment for staff and guests
- Ensure any problems with facilities are repaired quickly and efficiently and that all staff have the equipment they need to do their jobs
- Ensure admin team keeps clear and accurate filing systems
- Supervise contracts with outside suppliers e.g. IT, internet, phone, parking etc.
- Regularly review Internal Controls document and ensure that all staff understand and are aware about the processes
- Keep track of CLA fixed assets and inventory

Internal communication

- Lead coordination of activities such as staff retreat, New Year celebration, other events etc.
- Play an active role in ensuring good communication and a healthy working environment within the CLA team
- Support managers to coordinate training and workshops
- Facilitate processes between teams
- Participate in regular team and management meetings

PART E: Required skills and experience

- Proven office management, administrative or assistant experience
- Knowledge of office management responsibilities, systems and procedures
- Excellent time management skill and ability to multi-task and prioritise work
- Attention to detail and problem solving skills



- Strong organizational and planning skills
- Knowledge of MS Office
- Knowledge of human resources management practices and procedures
- Computer skills and knowledge of office software packages

PART F: Salary and benefits

Starting salary:	\$650 - 1200 / month
Salary review:	Annually starting in October
Probation period:	3 months
Leave entitlement:	18 days

PART F: Application instructions

To apply, please send a resume and a cover letter explaining your interest and suitability for the position, to info@cambodianlivingarts.org

Deadline: 24 January 2019