

JOB DESCRIPTION: Operations Manager

PART A: General Information

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| Position title: | Operations Manager |
| Job grade: | 6 (Functional Manager) |
| Place: | Phnom Penh, Cambodia |
| Responsible to: | Head of Finance |
| Assisted by: | Finance Coordinator, Operations team |

PART B: About Living Arts International

Living Arts International (LAI) is a USA incorporated non-profit, who believes that arts are at the heart of a vital society. LAI works in Cambodia, catalyzing a vibrant arts sector, inspiring new generations, as Cambodian Living Arts. LAI also works within the Mekong Region and Taiwan as the Mekong Cultural Hub.

- **Cambodian Living Arts**
www.cambodianlivingarts.org
 - We were founded in 1998 by genocide survivor and musician Arn CHONRS-POND. For a decade, we focused on endangered performing art forms and rituals. As 90% of Cambodia's artists did not survive the Khmer Rouge regime, Cambodia's artistic heritage was in danger of being lost forever.
 - Over the last 20 years, both Cambodia and the arts scene have developed rapidly and we have involved our work to match. we have focused on the helping talented people to build and development careers in the arts, through scholarships, fellowships, and support to troupes and individuals.
 - Looking forwards, we aim to promote creativity and innovation in the arts sector, and to build links with our neighbors in the Greater Mekong region and further afield in Asia. We are also working to get more arts and culture education into Cambodian public schools, and to increase performance opportunities for Cambodian artists.
- **Mekong Cultural Hub**
www.mekongculturalhub.org
 - MCH addresses a systemic lack of connectivity among artists and cultural practitioners in Southeast Asia and the Mekong Region. After an initial mapping project, we identified that individual cultural practitioners, artists, and arts organizations in the Mekong Region share many of the same interests, priorities, challenges and constraints. These challenges range from a lack of resources, threats to sustainability and the environment, sensitive social and political contexts, limited access to in-country training and development, and few opportunities to exchange knowledge and collaborate with peers from neighboring countries.
 - Our aim is to develop and connect resources and experience from across the region, building bridges and creating spaces for reflection and innovation so emerging artists and arts leaders can collectively create, influence, and transform the contexts in which they are living and working.

LAI is about to enter a new phase of its development as an organization. We have grown organically over 20 years, from a local Cambodian program, into an international institution with branches running specific programs in geographical focus areas. In our next phase of work, we will be further developing our international projects via the Living Arts International platform, as well as strengthening the CLA and MCH organizations, and the inter-relationships between these different facets of our institution.

From 2022, we will launch our transnational program, which will run programs connecting Asia, Africa and the Middle East.

The working objectives for LAI's international program are to:

- Champion the arts as essential to the transformation of societies through education, research and cultural events
- Foster knowledge exchange within a global community
- Empower emerging leaders (particularly artists and cultural professionals from the Global South) to network, co-create and innovate within their communities
- Help build the resilience and capacity of arts organizations in Global South, in times of change

Our head office is in Phnom Penh, Cambodia, where we have 20 staff. Our regional branch office for Mekong Cultural Hub is in Taipei, where 2 of our team are based. We also have team members working remotely from the USA, UK, and Vietnam.

PART C: Position overview

LAI is recruiting a new position of Operations Manager in order to strengthen our organization. After several years of organic growth, including adding a new office in Taipei for Mekong Cultural Hub, and at the start of a new five year plan which will see us expand our program to new countries, it is an important moment to review and improve our policies and procedures, ways of working across our different branches and to ensure compliance in all the countries where we are operating.

We want to have consistency in our policies and procedures across all parts of our organisation (CLA, MCH and LAI International Program), and to improve record keeping, security and control in both finance and operations.

We are looking for a candidate with experience in policies and procedure development, who is well organised and can work with the Management Team to ensure that our policies fit our needs and support a smooth and professional working environment and a culture of continuous improvement across all our programs and locations. The Operations Manager will report to the Head of Finance.

PART D: Responsibilities

POLICIES & PROCEDURES

- Take the lead to ensure our policies and procedures (including Finance, HR, risk management and others) support a smooth, well-managed and

- effective working environment, consistent across all LAI branches and addressing any donor specific requirements
- Develop and implement a process within LAI for regular internal audit and improvement of policies and procedures across all LAI branches
- Lead the Operations team in the creation and maintenance of effective and secure systems for record keeping, including HR paperwork (e.g. contracts, annual reviews, job descriptions), governance documentation (e.g. Board minutes, registration documents) and shared documents (e.g. program files, meeting minutes and internal controls)
- Work with Head of Finance and other Managers to identify gaps and develop new procedures as the organisation continues to grow and develop
- Support Head of Finance and other Managers to arrange consultation and training sessions as needed for the rest of the team to make sure everyone is familiar and able to implement our processes and procedures

COMPLIANCE

- Work with the leadership team and managers of LAI's branches to identify rules, regulations and reporting requirements that need to be followed in the different markets where we work, including but not limited to maintaining agreements with government ministries, tax compliance and keeping organisational registrations current
- Maintain a register of all regular and periodic action that needs to be taken related to compliance and ensure that the actions are taken in a timely fashion

CONTINUOUS IMPROVEMENT

- Look for opportunities to improve ways of working and internal communication and work with relevant Managers and the Operations team to implement and develop new procedures as needed
- Work with the Head of Finance to review recommendations from any external audits and correct our processes accordingly
- Support managers of LAI branches to design and organise annual planning, reflection and team building retreat(s) with LAI staff
- Work with team managers to identify and address training needs

GENERAL

- Line manage the Operations Coordinator and supervise other members of the Operations team (currently Guard, Cleaner and Office Assistant)
- Share technical knowledge and help to share new skills to other members of the Finance team (including Finance Coordinator and Head of Finance)
- Support in preparation and coordination of external audits (including annual audit and any grant specific audits)
- Participate in regular team and management meetings
- Contribute to building a positive, friendly and proactive working environment across LAI

PART E: Required skills and experience

- At least five years in an Operations role
- Experience leading projects, working with management, and supporting organizational development
- Experience of designing and writing processes and procedures that respond to the specific needs and ways of working of the organization
- Experience of supervising and coaching others
- Fluent written and spoken Khmer
- High level of proficiency in English reading and writing
- Strong attention to detail and an investigative nature
- Organised and efficient
- Flexible, personable and a good problem solver

Desirable but not essential:

- HR experience
- Training design and delivery experience
- Experience with audit
- Interest in arts and culture

PART F: Salary and benefits

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| Starting salary: | \$1200 (NET) |
| Salary review: | Annual |
| Probation period: | 3 months |
| Contract term: | Undefined duration contract |
| Leave entitlement: | 18 Days Annual leave |
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PART G: How to apply

To apply please send a one-page cover letter explaining why you want this job and why you are a good candidate, plus your resume, including 2 references, to manith@cambodianlivingarts.org. Only short-listed candidates will be contacted for an interview.

Closing date: 31 March 2022 (by 23:59)