



MANUSHER JONNO FOUNDATION

Job Description for Manager - Operations

Job Title: Manager Operations

Department: Finance & Operations

Supervisor: Head of Finance and Operations

Grade/Step: GRADE-8 Steps 1

Salary: 1, 33,648+other admissible benefit

The deadline for submission of the application is 7 June 2026.

I. JOB SUMMARY:

The Manager Operations is responsible for the overall administration, which includes but is not limited to Human Resource Management (HRM), Procurement Management, Vehicle Management, Security & Office Maintenance Management, and effectively coordinates with other section Heads/LEADS of MJF to ensure smooth and effective program operations by arranging all required support services to the ongoing programs and management initiatives. The incumbent is also responsible for fulfilling the requirements of the registering authorities, such as the Registrar of Joint Stock Companies and the NGOAB of the Government of Bangladesh, for fund clearance as and when required. The Manager-Operations is overall responsible for the efficient and cost-effective use of the resources and logistics, ensuring optimized operational costs. Manager operations will have equal responsibility for maintaining the office's financial accountability as a member of the Finance & Operations Team.

II. WORKS TO BE PERFORMED:

	Responsibilities	Tasks
1	Personnel Management (Hiring, training, mentoring, and evaluating staff, as well as handling employee grievances and work allocation)	<ul style="list-style-type: none">• Ensure the staff hiring process complies with organizational policy.• Ensure the staff are trained on recruitment and oriented to the organization's policies, culture, and practices.• Supervise the administrative and support staff to ensure they perform their responsibilities promptly and in accordance with MJF policies.• Initiate and ensure periodic consolidation of the staff Annual Performance Appraisal (APA) process.• Ensure the integrity of the internal control and provide feedback to the Head of Finance & Operations on staff performance.• Develop the staff capacity building plan based on the Annual Performance Appraisal and available resources.

		<ul style="list-style-type: none"> • Provide administrative and logistical assistance to the committee in charge of safeguarding policy and practice. • Support the senior management team in establishing a gender-sensitive and responsive work culture, and develop plans to motivate staff through job training, coaching, and mentoring. • Ensure all personnel files related to hiring, confirmation, appraisal, warnings, staff contacts, etc., are updated. • Ensure staff Leave Records are updated. • Ensure to issue increment, bonus, or promotion letters as per the Management decision.
2	<p>Operational Control: procurement, supply chain logistics, overseeing inventory, and maintenance of facilities/equipment.</p>	<ul style="list-style-type: none"> • Supervise office procurement and practices to ensure adherence to standards described in MJF operational manuals and policy interactions, and that all procurements are done in a timely manner. • Ensure the efficient use of common resources such as computers, vehicles, office space, etc. • Ensure the procurement meets the requirement that different items are of the best quality, competitively priced, and satisfy the end user's needs. • Examine purchase requests and bring them to the attention of the concerned section, and if necessary, to the Head of Finance & Operations. • Ensure that procurement staff deal with different vendors and purchase in a professional manner and with integrity. • Before authorizing any payment, verify that the invoices or bills submitted by vendors have been properly reviewed and approved by the relevant staff, and ensure they meet the terms and conditions, along with required reports, quotations, and bid summaries, as needed. • Ensure that different procurement documents are kept in the procurement file and maintain the purchase register. • Make spot check of purchase as deemed necessary and take necessary action in consultation with the Head of Finance & Operations.
3	<p>Supervise Vehicle Management</p>	<ul style="list-style-type: none"> • Supervise vehicle management conducted by assigned staff, such as requisition and vehicle assignment for official purposes, to ensure compliance with organizational policies, and support the Head of Finance and Operations with strategic decisions. • Approve fuel purchasing bills or credit slips, perform spot checks at fuel stations to verify accurate measurement,

		<p>then take appropriate action as needed, and ensure the fuel station's compliance.</p> <ul style="list-style-type: none"> • Ensure that all vehicles under the MJF Office have all required documentation and insurance coverage, and that renewals are done on a timely basis. • Supervise that all vehicles under the MJF Office are serviced on a timely basis. • Ensure that the monthly vehicle reports are completed regularly to monitor cost effectiveness, review the report, and share it with the Head of Finance and Operations, especially regarding low-performing drivers or users, to improve performance. • Monitor the performance of underperforming vehicles and share the results with the Head of Finance and Operations to enhance vehicle utilization and control costs. • Handle serious accident cases involving MJF vehicles and, in consultation with MJF Management, negotiate these amicably with the third party involved, protecting MJF's interests and meeting the insurance company's requirements.
<p>4</p>	<p>Assets and Resource Management: rental, maintenance, FF&E</p>	<ul style="list-style-type: none"> • Ensure the rental process for all vacant spaces within the MJF Building, maximizing rental income according to local market standards, location value, and building amenities. • Ensure that all maintenance and repair work on buildings is completed promptly, maintaining the standard and quality of work. • Ensure that rent and service charges are collected regularly on a monthly basis. Take the necessary steps if rents are not received on time for three consecutive months. • Supervise inventory management to ensure smooth operations, including proper maintenance and timely repairs or servicing of photocopiers and FF&E appliances in the office. • Supervise that all utilities, i.e., electricity, water, gas, and telephone, function smoothly. In case of disconnection, take immediate steps to restore them ASAP and keep the office informed about the progress. • Ensure that the local numbered FF&E list for items costing less than BDT 5,000 is also maintained by the Office and kept updated. • Conduct periodical checks of all FF&E and M&E items located in the Office.

		<ul style="list-style-type: none"> In case of loss of FF&E item(s), initiate to make G.D. entry with the local police station upon local inquiry, fill up the write-off forms, both in case of loss and damage of FF&E item, and get approval from Management
5	Compliance, safety, and Security: Government Rules & Regulations, including Safety and Security	<ul style="list-style-type: none"> Supervise the safety and security of the office premises, ensuring compliance with government regulations, health and safety standards, and organization policy. Ensure full security, safety, and adequacy of the office environment. Commission legal action where necessary, relevant to safety and security concerns. Responsible for obtaining fund clearance and approval documents like FD2, FD6, FD4, etc. from NGOAB as and when required. Submit to the NGOAB the statutory requirements to periodically comply with NGOAB regulations. Liaison with the office of the Deputy Commissioner for their certification, including ensuring local certification from the DC/ TNO offices through partner organizations. Responsible for necessary rapport, communication, and liaison with the Registrar of Joint Stock Companies and the NGO Affairs Bureau. Initiate /file GD or case in case of requirement for litigation process

III. WORKING RELATIONSHIPS:

A. Reports to: Head of Finance & Operations

B. Supervises: Admin Officer/Assistant Admin Office/Admin Assistant/Receptionist

C. Coordinates with Internal: Project Leads, Program Managers, Manager Grants Control
External: Government Agencies, Different vendors and landlords, other parties, and local administration in case of vehicle accidents, theft, and settling local disputes with the office.

IV. WORKING CONDITIONS:

This is a Dhaka Office-based position. The incumbent may have to work anywhere in Bangladesh if needed. Close contacts are required with the Head of Finance and Operations and all concerned sections/departments. As necessary, field visits within the operational area are required.

V. QUALIFICATIONS:

- Master's degree in Public Administration, or MBA, or Human Resources Management, preferably with professional certification such as PGD or HRM. Qualification requirements could be relaxed for candidates with extensive experience in related fields.

- Minimum 8-12 years of experience in any international or national NGOs with specialization in administration and office management, with at least 5 years in a management position.

VI. KEY SKILLS AND COMPETENCIES:

- Demonstrates skills in managing restructuring or policy changes while supporting staff through transitions, operational control, and safeguarding protocols.
- Demonstrating skills in supplier management and quality control, conflict management, and risk mitigation for smooth operations.
- Skills in multi-donor compliance, particularly in procurement and inventory management.
- Rapport and extensive work experience with NGOAB, the Joint Stock Registration Authority, the Deputy Commissioner's Office, and the City Corporation Authority.
- Demonstrates skills and application of digital and HR technology literacy.

VII. Remuneration:

As per Manusher Jonno Foundation's policy, the position is placed at Grade 8, Step 1.(1,33,648 BDT) The incumbent will also be eligible for bonus (equivalent to two basic salaries, calculated on a pro-rata basis), annual increment subject to satisfactory performance, hospitalization benefits, telephone allowance, provident fund, and gratuity as per organizational policy