

Imago Global Grassroots

Operations Administrator, Global Office

ABOUT US

Imago Global Grassroots helps grassroots organizations and social enterprises scale up their development impact through strategic/capability building support. IMAGO looks to tackle the complex challenges around poverty through a design-driven, iterative, bottom-up approach that puts the poor at the heart of solution design and implementation. Using a participatory approach, we work with these organizations to define and then implement their scaling up strategy over the medium term. The process involves understanding the unmet needs through human centered design, testing their theory of change, and refining their unique value proposition. Together, we assess the organization's current situation, the system in which it operates, the stakeholders it interacts with and its overall authorizing environment. We also work on their processes and data systems for prototyping innovations, tracking change, and assessing impact, using a variety of evaluation techniques, with a particular focus on adaptive evaluation. This provides the organization with the necessary scaling up scaffolding to expand the reach of their solutions while remaining true to their values.

IMAGO currently has projects in India, Africa, Latin America and the United States. To learn more about what we do, [see our website](#), [youtube channel](#) and [an introduction from co-founder](#) Isabel Guerrero.

SUMMARY

Our operations team is the fuel maintaining a uniquely dynamic and high-achieving multicultural, multi-continental team at the cutting edge of helping organizations scale. This team's mandate is to attract top talent, create the best place to thrive at work, and build the systems to allow IMAGO staff to achieve social impact. Our team is currently looking for an Operations Administrator. This role would be a great fit for someone who thrives working in a fast-paced, high-energy, get-it-done environment, and is excited to grow professionally alongside a high-performing team.

The Operations Administrator will join IMAGO at a key stage when our work is scaling up at a fast pace and we need to develop key systems and procedures to facilitate

the functioning of our organization and projects of our client-facing teams. The Operations Administrator will be responsible for administering these systems efficiently and accurately on a regular schedule. As needed, and often in collaboration with stakeholders at all levels, the Operations Administrator will be charged with improving current functionality of these systems, while making sure the rich culture of IMAGO is nurtured as we grow.

GENERAL RESPONSIBILITIES

The Operations Administrator will help IMAGO's COO along the following workstreams:

Organizational systems

- Manage and maintain organization-wide systems.
- Manage specific processes related to administering team and project databases in Airtable, supporting team travel and reimbursement requests, and making sure the finance team (Jitasa) has all the information necessary for month-end close.
- Lead the work for audit preparation.
- Manage organization-wide subscriptions to software and website suites.
- Facilitate the technology needs of IMAGO staff. Specific programs that we use at IMAGO include Google Suite, Microsoft Office Suite, Zoom, Slack, AirTable, Mentimeter, and Dropbox.
- Help manage invoices and payment requests from vendors and consultants.
- Review and supervise our file management policy.

Talent Management

- Help the leadership team make IMAGO the best place to work in international development. Specific areas of support include:
- The organization of performance reviews, internal data dashboards, and organizational performance and health checks.
 - The organization of Annual IMAGO-wide retreats, team events and monthly check-ins with regional offices.

People Operations and Office Operations

- Manage and contribute to crucial work streams in people operations. Specific areas of support include:

- Crafting offer letters, support in contract preparation, managing onboarding processes, support global payroll, healthcare and benefits, as well as special projects and initiatives of the regional teams.
- Make sure contracts are up to date and, In coordination with program managers, make sure invoices are sent according to timelines established in contracts

Other responsibilities

- Providing general support for programs leads, the COO & ED.
- Lead IMAGO-organized events.
- Support board meetings, strategic planning and other executive team needs.
- Support with fundraising events.
- Other administrative duties as assigned.

Location

- This is a full-time employee position; location is flexible for IMAGO if it is within 2 hours of Eastern Standard Time. **Please note IMAGO is not able to sponsor work authorization for this role.**

Start date

- The start date of this position is January 2023, with preference for candidates that can start immediately. We expect a two-year minimum commitment, with regular professional development conversations and potential for a long-term career at IMAGO.

QUALIFICATIONS

- Deep passion to improve lives around the world.
- Commitment to working with the poor to help them become agents of their own destiny.
- 2-3 years of professional experience in a people operations, systems administration, operations, or international development role.
- Experience with business and organizational productivity, human resources, and/or benefits administration software; experience with Microsoft Office and

Google Suite is a must while experience with Slack, Airtable or other programs is preferred.

- Detail- and execution- oriented, able to take a task from high-level strategic idea to rapid execution with a large amount of autonomy and conscientiousness.
- Demonstrated track record as a self-starter, including comfort with ambiguity and dynamic environments and work streams.
- Strong communicator
- Strong desire for professional growth and development, with track record of openness to give and receive feedback.
- Strong problem-solving skills in handling system challenges.
- People-focused and people-facing, with high levels of empathy and desire to listen to and share in teammates' victories, concerns, and needs.
- Strong ability to maintain integrity and confidentiality in complex situations.
- Ability to handle sensitive information, data, and issues with mature and discreet professionalism.
- Ability to work with international, cross-cultural, and diverse teams.
- Spanish proficiency is highly desirable.

APPLICATION PROCESS

1. People interested should send their CV and a cover letter to Johanan Rivera: jrivera@imagogg.org with the subject line: IMAGO Operations Administrator 2022, Name of applicant.
2. The process will include at least 2 rounds of interviews.

IMAGO is looking to fill the position by January 9th, 2023. Applications will be reviewed on a rolling basis.