

## Imago Global Grassroots Senior Operations Associate

**Location:** Remote (*within GMT -3:00 & GMT -5:00 time zones*).

**Start Date:** ASAP

**Application Deadline:** May 20<sup>th</sup>, 2025.

### About Imago Global Grassroots

Imago Global Grassroots (Imago) has worked with mission-driven organizations since 2014 to scale impact while honoring their unique context and strengthens. Our approach seeks to empower those closest to the challenge to lead solutions, and involves strategic planning, building a culture of learning, monitoring & evaluation, and agile management.

Imago, meaning the final stage of an insect's growth before flight, symbolizes our role in helping accelerate organizations' journey to scale. Imago's mission is to transform development thinking and practices around poverty alleviation. We contribute thought leadership on scaling, leadership, and adaptive evaluation, integrating insights from various disciplines including economics, psychology, systems thinking, and design.

Discover more through our [website](#), our [Ideas & Insights](#) page, our [book](#), Scaling Up Development Impact, and our YouTube [channel](#).

### Description of Role

The Senior Operations Associate will support IMAGO at a key stage of our own scaling-up process where we need to continue developing systems and procedures to facilitate the delivery of programs world-wide while maintaining and nurturing the culture of the organization. The Senior Operations Associate is responsible for administering these systems efficiently and accurately in collaboration with stakeholders at all levels of the organization. The position oversees monitoring and improving the functionality and cost-effectiveness of these systems under the guidance of Imago's COO.

### Responsibilities & Required Experiences

#### 1. Implementation of main operations workstreams

- a. Ensure Imago has the fit-for-purpose systems and policies in place. These systems may be in support of Imago's client-facing social impact work, including project management, knowledge management, client development, or internal goal-tracking systems. They may also be people-related, including performance management, office administration, contracts and compensation, safety and security, and various policies.
- b. Support the design and rollout of processes and policies that enable the organization to function efficiently across different geographies.
- c. Problem-solve critical operations issues.
- d. Mentor and manage Imago's personnel around Imago's operational systems.

## **2. Financial Management Support**

- a. Assist in recording financial transactions, maintaining organized and up-to-date financial records, and preparing financial reports for both internal and external stakeholders.
- b. Help track expenditures against budgets, ensuring that expenses are properly coded and aligned with donor requirements, and assisting in reconciling expense reports and invoices.
- c. Support grant reporting by gathering relevant financial data and ensuring with donor compliance through the maintenance of accurate financial documentation.
- d. Assist with the implementation of internal controls to uphold financial integrity and with the preparation of necessary documentation for audits and external reviews.
- e. Process invoices and payments, assisting with payroll administration, and communicating with vendors, staff, and partners regarding financial matters.

## **3. Organizational systems**

- a. Manage the recording and administering of team and project databases.
- b. Maintain internal data dashboards, and organizational performance health checks.
  - a. Work with Leadership Team to identify key metrics for tracking and ensure dashboards relevant provide insights for decision-making.
- c. Manage organization-wide subscriptions to software and website suites through the password management system.
- d. Facilitate the technology needs of IMAGO staff. Specific programs that we use at IMAGO.
- e. Promote continuous improvement by gathering feedback and making recommendations.
- f. Review and supervise our file management systems.

#### **4. Program Support**

- a. Work with program teams to improve processes and workflows for better efficiency.
- b. Support the onboarding process of new team members by providing necessary resources and operational support.

#### **5. Cross-Functional Coordination**

- a. Coordinate training, team-building activities, and professional development programs.
- b. Act as a bridge between different departments to ensure smooth operations.
- c. Co-organize Imago-wide events like the IMAGO-wide retreats, team events and monthly check-ins with regional offices.

#### **6. Other Responsibilities**

- Manage logistics for meetings, events, and travel arrangements.
- Assist with planning and execution of fundraising activities during the Community Connections Campaign of the World Bank.
- Support board meetings, strategic planning and other executive team needs.
- Providing general support for programs leads, the COO & ED.
- Other administrative duties as assigned.

#### **Required Skills/Experience**

- Deep passion and commitment to improve the lives of the most disenfranchised around the world.
- Three to four years of relevant work experience, preferably with multinational nonprofits or social enterprises
- Undergraduate degree in Economics, Finance, Business or Accounting - graduate degree is considered an asset.
- Demonstrated ability to work in a dynamic, fast paced environment with a track record as being a self-starter, including comfort with ambiguity and dynamic environments and workstreams.
- Ability to execute strategic initiatives with high attention to detail and willingness to get his/her hands dirty on the nuts and bolts of running an organization.
- Outstanding verbal and written communication skills in both English and Spanish with the ability to facilitate conversations and write materials for internal audiences. Portuguese is a plus.
- Critical and logical thinking skills to sequence complex problems and communicate a path forward in a clear way.
- Strong desire for professional growth and development, with a track record of openness to give and receive feedback.

- ✖ Ability to work with international, cross-cultural, and diverse teams in a remote environment.
- Strong ability to maintain integrity and confidentiality in complex situations.

## Selection Process

Interest candidates should complete the following form and attach their CV in the section requested: <https://forms.office.com/r/XQszkFXVWW>

Candidates who are shortlisted, based on their CV and responses to the form, will receive an invitation to an interview that will determine continuity in the selection process.

Start date is as soon as possible, the deadline for applications is **May 20<sup>th</sup>** (End of Day). Applications will be considered on a rolling basis.