

DKI Office Manager Job Description

Location: Durban, South Africa (home based, will require travel locally and internationally)

Contract type: Fixed-Term Contract (full time)

Expected start: Early 2024

Annual salary: R350,000 – R400,000 (depending on experience)

ABOUT DEAFKIDZ INTERNATIONAL

DeafKidz International (DKI) is the UK's leading organization working to ensure that deaf children and young people are able to live safely and without fear of stigma, discrimination and abuse in their communication mode of choice. With safeguarding at the heart of all we do, DeafKidz International aims to respond comprehensively to the safeguarding and protection of deaf children and young people worldwide.

JOB PURPOSE

This is an exciting time to join a small but growing charity, as we enter DKI's tenth year of operation and next phase of our strategy. The post-holder will be responsible for a host of activities relating to the rollout of DeafKidz Defenders in South Africa, Zambia and Pakistan. Responsibilities will include overseeing administrative tasks, ensuring organizational efficiency, managing resources and staff, implementing procedures, and fostering communication within the team. Serving as a central point of contact, contribute to creating a productive work environment, with the overarching goal of optimizing office operations and supporting the organization in achieving its objectives. There are team members and activities in both South Africa and the UK, this role extends to support and office management across both geographies.

KEY TASKS AND RESPONSIBILITIES

- Office Operations:
 - Managing day-to-day operational activities and logistics.
 - Schedule and coordinate meetings, appointments, and travel arrangements for staff.
- Financial Management:
 - Budgeting: Assisting in creating and managing budgets.
 - Expense Control: Monitoring and controlling expenditures.
 - Reconciliation of invoices, managing the claims process, processing invoices for payment.
 - Liaising and supporting the DKI Finance manager with book-keeping.
- Facilities and Logistics Management:
 - Managing logistics for events, conferences, workshops, and travel.
 - Vendor Relations: Liaising with external service providers.
 - Getting quotations, placing and follow-up of orders.
 - Liaising with and booking Interpreters in SA and the UK.
- Communication and Coordination:
 - Internal Communication: Ensuring effective communication within the team.
 - Coordination: Facilitating collaboration among stakeholders and teams.
 - Supporting Projects: Assisting in the execution and coordination of this project.
- Policy Adherence and Documentation:

- Ensuring adherence to organizational policies and procedures by the team and stakeholders.
- Documentation: Maintaining organization documentation and records (digitally and physically).
- Organizing meetings - minutes taking, recording, and filing.
- IT and Systems Management:
 - IT Coordination: Liaising with IT support and overseeing technology requirements.
 - Systems Management: Managing databases, and technology resources, including the organisations asset register.
- Event Planning and Problem Solving:
 - Event Planning and Management: Planning and coordinating office and organizational events and meetings.
 - Supporting the organization of fundraising events in the UK and SA.
 - Solving office problems as they arise.
- General Support:
 - Assisting the team (SA and UK) as needed.
 - Managing calendars and schedules.
- Project Monitoring activities:
 - Supporting data collection activities.
 - Assisting in collation of data.
 - Assisting in MEL database management.

This job does not provide an exhaustive list of duties and may be reviewed as the role develops.

JOB LOCATION

The role is expected to be largely home-based and remote, with in-person meetings on a regular basis. Some travel may be required if meetings and conferences are held in other locations within South Africa, the UK or other countries.

PERSON SPECIFICATION

Essential knowledge and experience

- Experience: Relevant work experience in office administration, management, or a related field is required.
- Organizational Skills: Strong organizational and multitasking abilities are crucial.
- Communication Skills: Effective written and manual/verbal communication skills are essential.
- Leadership Skills: The ability to lead and supervise administrative staff, delegate tasks, and motivate a team.
- Problem-Solving: Should be able to identify and solve problems.
- Technology Proficiency: Familiarity with office software, communication tools, and other relevant technologies.
- Adaptability: The capacity to adapt to changing priorities, work under pressure, and handle unexpected challenges is essential.
- Financial Understanding: knowledge of budgeting, financial reporting, and basic accounting principles may be necessary.

- Attention to Detail: Being detail-oriented is crucial for managing administrative tasks accurately and ensuring that office operations run smoothly.
- Strong ability to pro-actively engage with a range of stakeholders in-person and remotely.
- A willingness and desire to learn and grow in relation to the work of DKI and the role itself.

Desirable knowledge and experience

- Lived deaf experience.
- Experience working with deaf people or people with disabilities.
- A bachelor's degree (or equivalent) in business administration, management, or a related field.

CORE BEHAVIOURS**Team working:**

- Builds and maintains effective relationships with colleagues, donors and partners.
- Values diversity and sees it as a source of competitive strength.
- Enthusiastic, positive and collaborative.

Results-driven:

- Solution and results focused.
- Takes initiative, persists at tasks and pursues completion of objectives.

Flexibility

- Is open to change and new information.
- Adapts to new information, changing conditions or unexpected obstacles quickly.

Innovation:

- Thinks 'outside the box'.

Integrity:

- Honest, open and transparent.
- Upholds DeafKidz International's values.
- Acts without consideration of personal gain.
- Takes prompt action in cases of unprofessional or unethical behavior and inappropriate conduct.

TO APPLY

Applications should be sent to recruitment@deafkidzinternational.org by Friday 26th January 2024 and should include:

- A short (one page) cover letter addressing the person specification above, explaining your interest and suitability for the role; and
- CV (maximum 2 pages) outlining your education and experience.

Interviews are likely to be held in the week commencing Monday 5th February 2024. Should your application be shortlisted, we will contact you via email to arrange an interview date.



DeafKidz International is an equal opportunities employer and we positively welcome applications from all suitably qualified persons regardless of their age, disability, gender, marriage or family status, race, religion or belief, sexual orientation, or any other basis.

DeafKidz International has zero tolerance of abuse, exploitation, inappropriate behaviour or harassment of any kind. We are committed to the safeguarding and protection of children, vulnerable adults, beneficiaries, and our staff. All staff, consultants and volunteers are required to share in this commitment through our Code of Conduct. We will undertake pre-employment checks including references and criminal record checks as appropriate.

If you have any questions about the role please contact:

recruitment@deafkidzinternational.org

LEARN MORE ABOUT US HERE:

<http://www.deafkidzinternational.org/>