

HR & Operations Manager in Jordan

Job Title: HR & Operations Manager

Work Location: Jordan

Reports to: Country Manager Lebanon

Contract: Employment Contract

HR & Operations Manager, Jordan

4 days p/w, in Amman, ideally starting 1st March 2025

- 1500-2000 JD (salary based on experience, including tax & social security)
- 1-year contract with high likelihood of renewal based on performance and availability of funding (with 3-month probation period)

Job Overview

Seenaryo Jordan is seeking a highly motivated communicator and organiser to fulfil the role of HR and Operations Manager in Jordan. This is an operational position, and the selected individual will be responsible for overseeing the day-to-day management of Seenaryo's team and operations in Jordan. The HR & Operations Managers primary responsibility is to lead on all HR and operational processes in the Jordan team and maintain financial oversight of all Seenaryo's income and expenditure, with particular focus on compliance and governance. With the support of the Finance & Procurement Officer, the HR & Operations Manager will be responsible for the smooth running of the Jordan office and all administrative and operation processes. The scope of this role has the potential to expand and be developed based on the strengths of the candidate and salary will be determined as a reflection of this, following the interview process.

This is a leadership role that involves a close working relationship with the whole Jordan team and management of the Finance and Procurement Officer. The HR & Operations Manager will be required to liaise regularly online with the UK and Lebanon teams too and feed into quarterly UK board meetings, they will be based physically at the Seenaryo Jordan office in Amman.

Responsibilities and Duties

Team HR & Leadership

- Manage Human Resources (HR) for the Jordan Core Team including pastoral care and conflict management, organising team days, retreats and forums, and approving/overseeing Continuous Professional Development requests.
- Ensure any HR issues are responded to effectively, where possible, resolving conflicts internally through positive and professional mediation and supporting staff communication with the management team, encouraging an atmosphere of trust and transparency across the organisation.
- Lead on office management including negotiating with the landlord, management of office space and office hours, this includes leading on decisions regarding office hours and being prepared to problem-solve any Jordan HR issues related to office, work from home etc.
- Monitor developments in Jordan and support on crisis management when there are Jordan-specific crises, in collaboration with the Head of Arts and Head of Education.

Operational & Financial Management

- Ensure that all activities and Jordan operations are carried out in line with Seenaryo's Standard Operating Procedures and that they comply with all relevant Jordan legislation and professional standards.
- Lead on legal compliance for the organisation, ensuring that the organisation's registration status, legal permissions, tax responsibilities and audits are compliant and updated as necessary. This includes submitting official documents for funding permissions from the government and keeping activities up to date on the Takamul Platform.
- Line Management of the Finance & Procurement Officer, ensuring they are also aware of and able to implement the SOPs fully.
- Overseeing & supporting on Jordan budgeting, reporting, and planning which includes managing staff salary allocations and overhead cost allocations for Jordan.
- Overseeing Seenaryo's bank account, preparing cheques and reconciling petty cash and bank logs with the Finance and Procurement Officer on a monthly basis to ensure smooth financial management in Jordan.
- Taking on the responsibility as signee for all bank requests and transfers in Jordan, including process payroll.
- Overseeing and signing off end of year accounts through work with the accountant, Finance & Procurement Officer and the Finance Manager

Additional Responsibilities

As part of an ambitious and growing organisation with a united mission, the role will also involve engaging with the Jordan team and wider organisation in other tasks not listed above, within reasonable expectation and in agreement with the HR & Operations Manager's line manager. These tasks can also be developed as part of the role depending on the strengths of the candidate: For example:

- Representing Seenaryo on certain public platforms when required
- Support the fundraising and grants team when needed e.g., contributing to grant management, donor reporting, evaluation support.
- Support the wider team when needed e.g., translation, monitoring and evaluation, supporting management of 100+ freelancers

Essential Qualifications and Experience:

We are looking for someone with exceptional people management and communication skills:

- At least 3+ years HR & Operations experience within an NGO or Community Based Organisation (ideally with at least one year of experience in a senior position)
- Demonstrable experience of managing individuals and teams successfully and a passion for management
- HR experience including recruitment, onboarding, performance management and conflict mediation
- Experience managing budgets of \$50K USD + and experience of financial planning
- Knowledge of and experience working with Jordan Labour Law requirements and processes (tax, social security etc.)
- Excellent written and spoken English and an ability to support on informal translation
- Experience liaising with government and ministries (ideally NGO compliance experience in Jordan)
- A BA degree in the relevant field

How to apply

To apply, please fill out [this application form](#) by **Friday 24th January 2025 by 5PM** (Jordan). We will contact the shortlisted candidates for interviews after the closing date.

About Seenaryo

Seenaryo is a leading specialist in theatre and play-based learning with under-served communities in Lebanon, Jordan and Palestine. We use theatre and play to transform education and support people to learn, lead, heal and thrive in their classrooms and communities. Having reached over 155,000 children, youth and women since 2015, Seenaryo was winner of the Arts, Culture & Heritage prize at the 2023 UK Charity Awards, has received a 2023 Innovation Award from TheirWorld, and was one of Expo 2020 Dubai's 120 Global Innovators. In 2023, Seenaryo created 44 original theatre productions. We also trained 834 teachers to transform learning through play using the Seenaryo Playkit mobile phone app, reaching 12,645 schoolchildren.