

Just Governance Group

Job Description: Manager

(August 2019)

Just Governance Group is an innovative federally incorporated private company that operates as a *social enterprise* and a *multi-disciplinary and multinational network* of professionals, with its base of operations in Ottawa, Canada. The JGG network focuses on a range of international development consultancy services and knowledge sharing on issues related to human rights, justice reform, gender equality, democratic development, conflict and crime prevention and peacebuilding. Work is performed in developing countries or countries in political or economic transition.

Role: The JGG Manager position is critical to the efficient and effective functioning of Just Governance Group. JGG has corporate, consulting, and knowledge development functions or areas of work. The responsibilities of the Manager involve operational aspects of each of these functions and thus he or she collaborates with all staff members. In relation to the corporate function, the Manager is expected to ensure the office, the corporate entity and operational systems are well organized and smoothly functioning. The Manager will support the consulting business and knowledge development functions by coordinating or contributing to operational and administrative processes. These latter initiatives involve communication with the JGG consultant network and supporting knowledge publications and events. The Manager is supervised by the Executive Director and serves as her deputy in the management of the Group.

Competencies: The Manager will be highly organized, attentive to details, responsive, flexible, a team player willing to support the team in the face of urgent deadlines, a self-starter who takes the initiative to review and improve JGG administrative and management processes in each function/area, and a strategic thinker who contributes to the success and growth of the enterprise.

Skills & Experience Required: Previous operational management and administrative experience in the international development sector or in social enterprise or non-profit organizations. Well versed in basic budgeting and accounting in Excel, scheduling applications, and online distance technology. Experience coordinating work teams and assessing business processes.

Responsibilities:

Management support

- Support planning and scheduling of JGG operations
 - Meet with the Executive Director regularly to flag operational issues and plan follow up
 - Schedule meetings of office team on a regular basis (monthly, bi-monthly)

- Participate in meetings with other staff regarding consultancy proposals, knowledge events and business development strategies to understand and contribute to various operational processes.

Corporate administration

- Maintain and implement JGG filing system (electronic and hard copies) and ensure that electronic files are regularly backed up for:
 - consultancies (active and completed)
 - office records and general administration
 - human resources
 - knowledge resources
- Answer incoming calls and direct these as necessary. Check regularly for voice mail messages. Review messages received in JGG general email account (info@justgovernancegroup.org).
- Respond to requests for information about JGG; support the director's response to client agency(s) requests for organizational information.
- Maintain a list of service providers and their contact information.
- Set up JGG email addresses for new employees and sub-contractors on an as need basis.
- Arrange and keep up to date all service contracts (telephone, internet, email, web hosting).
- Maintain JGG's minute book and corporate records. Contact JGG lawyer as required for advice re JGG's legal status, resolutions, etc.
- Ensure annual filing is submitted to Corporations Canada. Ensure office insurance is up to date.
- Ensure lease/rental agreement is observed; communicate with landlord or building superintendent as needed.
- Assist with troubleshooting re computers or other office equipment and arrange technical support as required.
- Ensure regularly used office supplies are replenished.
- Prepare contracts for JGG employees, in consultation with executive director.
- Maintain calendar of travel, meetings, in/out dates, etc.
- Track and record policies and procedures; update policy and procedure manual with input from other staff. Plan for the review and update of the policy and procedure manual with the executive director and other team members.

Support to Consultancies

- Support proposal development on an as needed basis. Prepare financial proposals in collaboration with the Staff Consultant and Executive Director. (Collaborate with the Staff Consultant as required to ensure proposals are submitted according to requirements).
- Review new contracts when received from clients; proofread, complete any required forms in consultation with the Executive Director or Staff Consultant; sign and submit to client.
- Set up and maintain a binder for each active consultancy (containing contract documents, TORs, financial details, work schedule, invoices, etc.). Track the progress of each consultancy and ensure compliance with the terms of the contract, with attention to timely submission of documents and financial requirements. Manage a reminder system for each contract.
- Prepare JGG's contracts for consultants or sub-contractors based on the Terms of Reference provided by the Team Leader or Staff Consultant for each individual consultant or sub-contractor.

- Assist with procuring travel visas, flight bookings, hotel reservations, itineraries for consultants as required (in coordination with the JGG Assistant)
- Ensure timely payment of expenses and professional fees to JGG consultants.
- Prepare expense claims and invoices for clients based on terms of payment set out in the contract and submit to the client representative on a timely basis.
- Liaise with the JGG Bookkeeper on a regular basis so that she can update Quickbooks.
- Track the dates, fee increase provisions, and other clauses of the contract related to financial and administrative matters.
- Provide project management support to consultancies when business volume is high.

Support to Communications / Knowledge Sharing

- Maintain and update contact lists (electronic) of, clients, network contacts, with assistance from the office assistant.
- Set up and send broadcast emails (for example, for Multiples and Co-Praxis) as required.
- Support the office assistant in keeping the website up to date. Arrange translation of documents for JGG web site. Write updates for JGG web site if required. Liaise with office assistant to ensure publications are uploaded to website, distributed through broadcast email, Facebook and Twitter /or other media.
- Review/edit draft written submissions to Multiples and draft versions of Co-Praxis
- Liaise with graphic designer re production of Multiples and Co-Praxis bulletins.
- Make logistical arrangements for round tables and other meetings.

Support to the intern process

University interns support JGG consulting and knowledge development functions. The Manager is responsible for clarifying JGG needs and liaising with universities or colleges and the student applicants.

- Liaise with NPSIA, Carleton University, University of Ottawa, or Algonquin College regarding intern opportunities for JGG.
- Draft advertisements for the above and coordinate the application process.
- Receive applications and liaise with executive director re screening and acceptance of interns.
- Maintain files for interns, volunteers, co-op students.