

JOB DESCRIPTION

Position Title: Head of Operations Department: Operations Project: N/A	Reports To: Chief Executive Officer Date: 01.05.2026 Location: Colombo
Summary of Job Position <i>(To describe in general the purpose, duties and responsibilities of the position)</i>	
<p>The Head of Operations (HOO) will provide overall operational oversight to the organisation’s Human Resources (HR), Development Services, Procurement, Administration, and IT departments. Given the current and strategic future needs of Chrysalis, the Head of Operations will focus on strengthening the administration and development of human resources to ensure the recruitment and retention of competent and skilled staff. The HOO’s role will include executing the performance appraisal process, establishing systems and procedures that comply with organisational and statutory requirements, and ensuring an organisational culture that motivates and empowers staff to lead, innovate and fulfil the organisational mission. The focus on HR will remain until policies, procedures, and practices are at a high standard.</p> <p>The HOO will work closely with the senior management to ensure the development of policies and procedures and their execution, to ensure effectiveness and efficiency in all operational functions and compliance, and to ensure the highest levels of accountability and transparency in all actions. The HOO will also support the overall growth and sustainability of the organisation, including building strategic partnerships, networking, and helping with fundraising and representation.</p> <p>The HOO is an Executive Team Member of the organisation and ensures the effective and efficient delivery of Chrysalis’ mission.</p>	
Main Responsibilities <i>(Main Purpose of the job, why it exists)</i>	
<p>Human Resources (50%)</p> <ol style="list-style-type: none"> 1. Review and revise the existing Human Resources Management Policy to ensure its relevance to ongoing operations and future needs and ensure effective implementation of the Human Resources Policy. 2. Develop and execute an Annual HR plan that ensures effective recruitment, retention, and well-being of staff. 3. Ensure systems and processes are in place for effective and efficient recruitment and retention of skilled staff. 4. Execute the Annual Performance Appraisal process and ensure all Senior Management staff understand the value of annual performance reviews and can carry out staff management processes effectively 5. Develop an orientation package and ensure all new recruits are oriented and regular orientation programmes are conducted for all staff, to ensure they remain connected to the organisational mission and updated on all policy and procedural changes. 	

6. Ensure internal communication processes are effective, encourage clear and open communication, and establish guidelines and timelines for regular staff meetings.
7. Review HR structures in new project designs (ensuring specific needs of Contract and Grants, Emergency, Milestone, Advisory, Made by Her and HIVE), ensure all new projects secure qualified and experienced teams, and that they are well in place at the start of the projects.
8. Conduct skills audits, identify training needs and execute measures as needed.
9. Undertake a regular compensation review and take necessary actions to adjust the packages as needed.
10. Ensure compliance with all human resource-related legal and statutory requirements and facilitate legal support based on the need.
11. Establish processes and mechanisms to ensure staff capacity building, wellbeing, safety and security.
12. Ensure compliance with organisational policies on gender equality, diversity, and prevention of sexual harassment and exploitation.
13. Take necessary measures to promote an inclusive, respectful, and supportive organisational culture.
14. Supervise, coach, and mentor staff within the Operations Department.
15. Represent Chrysalis in any legal matters with the support of legal counsel.

Procurement (20%)

16. Review and revise the Organisation Procurement Policy (applicable for Contracts and Grants, Milestone, Advisory, Made by Her, HIVE and Emergency programmes) to ensure compliance and accountability to statutory and donor requirements, as well as ensuring organisational accountability and transparency.
17. Ensure all procedural guidelines, tools, and processes are in place, staff are made familiar with them, and skills are built to ensure effective execution of the Procurement Policy.
18. Undertake regular review of compliance standards (including spot audits) and ensure project teams are capacitated to adopt organisational policies and procedures.
19. Establish and chair the Procurement Committee to lead critical procurements.
20. Facilitate the efficient use and management of the Procurement System on NetSuite, including troubleshooting.
21. Review donor contracts, policies, and guidelines and ensure all contractual agreements between partners, consultants, vendors, and other service providers meet all statutory and organisational standards.
22. Facilitate all legal requirements when establishing and managing partners, consultants, and vendors.
23. Support external audits by providing necessary explanations, documentation, and information related to HR and Procurement.
24. Supervise, coach and mentor the Manager - Procurement

Administration (10%)

25. Ensure organisational workplace safety, security and hygiene.
26. Ensure all staff have optimum functional requirements and facilities.
27. Fulfil organisational recurrent needs related to maintenance, consumables, and other services.
28. Lead asset management processes
29. Take steps to lower operational risks and address any issues related to theft, damages, or fire, when they happen.
30. Ensure all procedures, processes, and systems are in place for an effective and efficient administration of all operational needs of the organisation.
31. Ensure the provision of all administrative services in an effective, efficient, and timely manner.

32. Undertake regular reviews of administrative requirements and respond accordingly.
33. Provide strategic guidance on managing and directing the organisation's staff, running day-to-day operations, and supervising the implementation of policies.

ICT (10%)

34. Establish all ICT and digital support required by the organisation.
35. Ensure all IT security measures are in place.
36. Ensure all hardware and software needs are regularly reviewed and updated.
37. Manage renewals, maintenance, and troubleshooting of the websites (Chrysalis and Made by Her).
38. Based on current and future needs, develop an IT policy and ensure its effective execution.

Organisational sustainability and growth (10%)

39. Assist the CEO in developing and monitoring the annual organisational budget.
40. Assist the CEO in regular review, analysis, and response to organisational efficiencies, costs, and liabilities.
41. Support internal and external risk assessments and implement preventive measures to mitigate potential risks to the organisation.
42. Identify new business and partnership leads that enable organisational growth.
43. Represent Chrysalis at state, private sector, donor, and civil society forums.
44. Serve as a management liaison to the Board of Directors.

Selection Criteria (*Minimum Qualifications and Experience Required*)

<p>Education:</p>	<ul style="list-style-type: none"> • A Professional Qualification and/or a bachelor's degree in management/human resources, or a relevant discipline and/or a Masters degree in human resources management
<p>Prior Experience / Industry / Other:</p>	<ul style="list-style-type: none"> • Minimum 12 years of senior executive-level managerial experience in a similar role, with a proven record of success in an operational or project management role and five years of technical experience. • Knowledge of contract management and knowledge and experience in organisational effectiveness and operations management implementing best practices. • Budget development and oversight experience. • Knowledge of tax and other compliance implications of a development sector company with a non-profit mandate is an advantage. • Experience working with the Government, private sector, and development organizations is an advantage.
<p>Required Skills, Knowledge, Behaviors:</p>	<ul style="list-style-type: none"> • Excellent English language skills, both written and spoken. Proficiency in Sinhala and/or Tamil is desirable. • Excellent computer skills and proficiency in Excel, Word, Outlook, and Access. Knowledge of accounting system software is desirable.

	<ul style="list-style-type: none"> • Sound business acumen with proven problem-solving and decision-making skills. • A dynamic, self-driven, well-organised individual with leadership skills, ready to accept challenges. • Outstanding communication and interpersonal abilities, in addition to excellent people management skills. • Strong analytical, report-writing, and presentation skills. • A demonstrated commitment to high professional ethical standards in a diverse workplace. • Persuasive with details and facts.
Working Conditions:	Based in Colombo with potential travel to project locations