

Programmes and Operations Manager

Mind HK is a fast-paced, quickly-growing mental health charity, with the mission to ensure that no one in Hong Kong is facing a mental health problem alone. Since our launch in November 2017, we have trained over 7,000 people on mental health awareness, have over 50,000 users per month on our website, and regularly engage with hundreds of thousands of Hong Kongers through our campaigns.

We are recruiting for an exceptional individual to join our management team, to help us to maintain and build on our successes through the effective management of our programmes, grants and operations. They will be working directly with the senior leaders as well as with the Board of our charity.

The applicant should be an individual who has strong attention to detail, who enjoys working both independently and as part of a team. They should be interested in line managing others, as well as capacity-building to help junior members of the team grow.

We are seeking someone who can take a proactive role in helping to lead the organisation as we move forwards into our 5th year of operating and new strategic period, and with a strong interest in the wider organisational context as well as the detail of their own remit.

The applicant should be bilingual (Cantonese, English), with a strong interest in mental health. We are interested from hearing from candidates from all vocational backgrounds with relevant experience.

Programmes management (40%)

- Line management of all programme leads (4-6) within the organisation. Work with project teams to ensure smooth running, oversight, and continuity planning of active programmes, trouble-shooting and flagging up where necessary
- Consolidate and prepare quarterly reports to Board on programmes, operations and budget updates
- Monitor and review manpower and operational needs as required for programme operations with management team through project management system or similar
- Analyse and evaluate programme operations to highlight areas of potential improvement
- Direct project support when required

Grants management (30%)

- Active grants management – main point of contact for grants reporting and administration. Ensuring timely, complete, and accurate financial and narrative reporting to funders
- New grants support – Ensuring financial and operational feasibility through guidance and research on development of new applications

Operations management (20%)

- Financial – working with COO to ensure accurate and sound financial reporting and administration
- Operational – working with COO to develop, review, and feedback organisational policies into programmes with record-keeping
- Management of volunteer and HR recruitment for programme support with COO

Other (10%)

- Ad-hoc assignments as needed
- Upskilling other team members on project, grant and operations management topics

Skills

- 2-5 years administrative/programmes/operational working experience (NGO or programme management background preferred)
- Fluent in English and Chinese (written and spoken)
- Proficient in MS Office, including Word, Excel and PowerPoint and Google Suite
- Strong organizational/project management skills to manage multiple tasks and people, with attention to detail
- Problem-solver and critical thinker with sound judgment
- Self-motivated, proactive and strong communication skills
- Familiarity with or willingness to learn new software and tools is a plus
- Proficiency in financial processes desired
- Passionate about mental health topics

Hours: Full time,

Salary: On request

Applications: To apply, please send a CV and cover letter to hr@mind.org.hk

Application Deadline: July 5th, 2021