



Job Description

Operations Manager (UK)

‘Global Impact, with a Local Approach’

Think Pacific 2022 ©

Think Pacific Foundation Think Pacific Foundation, Fiji Islands, FJ989.

Think Pacific Ltd 05990751 & Think Pacific Foundation (England and Wales) 1162190, 15 Queen Square Leeds, LS2 8AJ.

About Think Pacific...

Meaningful Programmes in the Fiji Islands

For over 10 years, Think Pacific has facilitated international students and young people to have transformative, self-developing and culturally insightful learning experiences in Fiji, which benefit a wide range of local grassroots stakeholders, including Fijian communities, small businesses, charities, enterprises, NGO's and Fijian government partners.

Our responsible travel and cultural exchange programmes foster learning, understanding and respect. Central to our mission is our support for the UN Sustainable Development Goals, and focus towards the achievement of the Fiji National Development Plan; a 20-Year Development goal with the vision of "Transforming Fiji" towards an even more progressive, vibrant and inclusive society.

- Established in 2009, at the University of Leeds, UK.
- Based in Suva, Fiji & Leeds, England.
- MOU agreements and long term partnerships with Fijian Government Ministries and Organisations.
- All programmes support the Fiji National Development Plan & UN Sustainable Development Goals.
- Partnered with 80+ Fijian organizations.
- Partnered with 90+ educational institutions globally.
- Formal partnerships with the University of the South Pacific and Fiji National University.
- 5000+ participants on mobility and online programs since 2009.
- Over \$10m (FJ) invested into the Fiji Islands.

About Think Pacific...

Our Mission, Core Beliefs & Values

Mission

"Creating positive cultural exchange, which invests in Fiji's future"

Core Beliefs

- 1. Partnerships** - Collaborations at all levels of planning, preparation and implementation.
- 2. Learning** - Emphasis on learning and understanding, before contributing.
- 3. Focus** - Only Fiji. Our focus on Fiji creates meaningful relationships and specific local outcomes

Values

- 1. Passion;** To drive and achieve TP's mission, beliefs and values.
- 2. Mindset;** Always be a positive role model by always seeking solutions and outcomes.
- 3. Resilience;** Can achieve goals and motivate others despite new and challenging environments.
- 4. Humility;** Be humble, respectful and mindful in all that we do.
- 5. Accountability;** Always take responsibility for our energy, impact and standards.
- 6. Collaboration;** Value of working together
- 7. Aspiration;** Aspiring to always improve, become better and achieve more.

Operations Manager (UK)

Responsible to: Think Pacific Directors

Department: Think Pacific Limited (UK)

Location: Remote working, based in the UK

Salary: £24,500 - £27,000 per annum (dependant on experience)

Hours: 9am-6pm (BST) (Minimum 40 hours per week for full-time)

The Role

With Think Pacific entering a high-growth phase after the relaunch of our travel programmes, our aim is to develop an incredibly efficient and effective remote-working team that is responsible for the delivery of volunteer recruitment (sales) and volunteer support (customer service).

Our Operations Manager will nurture, manage and support a team of Project Coordinators to: recruit volunteers for our programmes, provide pre-departure support to volunteers & ensure the implementation of our university partnership campaigns.

The expectation is that our Project Coordinators provide a high-quality experience for our volunteers, from the moment they enquire with Think Pacific to the moment they begin their programme in Fiji. We pride ourselves on providing a personable experience.

Working closely with the Think Pacific Directors, a key outcome of this role is to ensure the team of Project Coordinators are set up for success with to achieve recruitment & customer service benchmarks. Pivotal to this role is managing your team, it will be your responsibility to hold Project Coordinators accountable to standards of performance and team culture.

In order for your team to succeed, a key focus of this role will be to create systems, handbooks and manuals for Project Coordinators to be able to work effectively from home and in the field (when they are visiting university partners).

An average day will involve communicating with your Project Coordinators to ensure they are fully-supported, whilst also creating systems and implementing key processes. Add to that, you will also conduct recruitment and customer service tasks as and when necessary

Key Responsibilities

Team Management (Project Coordinators) (25%)

- Facilitate the daily morning meeting agenda with the Think Pacific UK team.
- Oversee the 'university campaigns calendar', ensuring all team members are planning ahead with regards visiting universities to attend fairs and deliver presentations.
- Ensuring sales systems are implemented each morning. Such as distributing volunteer applications, booking confirmation administration, updating reporting stats.
- Ensuring customer service systems are implemented each morning. Such as Zendesk triaging, Zendesk reporting, Mighty Networks (online community) strategy, project planning calls, health questionnaires, online preparation portal support, webinar series implementation etc.
- Troubleshoot any questions from the Project Coordinators.
- Ensure each Project Coordinator, within the UK and Fiji Office, is trained to complete every task of their role, to a high standard consistently.
- Schedule and plan regular virtual offices, online tea breaks, customer service meetings, university campaign meetings and recruitment meetings to create regular touch points with your team.
- Arrange quarterly in-person meetings with the team in the UK and oversee team holiday administration.
- Think creatively to develop our remote-working culture and communication when it comes to team meetings.
- Give feedback to Project Coordinators to ensure their continued development. Conduct Project Coordinator quarterly reviews, alongside a Director.

Systems & Manual Development (25%)

- Improve existing university campaigns, recruitment and volunteer support systems.
- Develop existing onboarding and training manuals.
- Ensure there is a system and manual for every aspect of the Project Coordinator role.

University Campaign & Sales Management (20%)

- Ensure each university campaign is delivered effectively by the team of Project Coordinators, each team member will have a portfolio of universities to oversee. A

university campaign includes creating a bespoke marketing content, delivering on-campus presentations, attending on campus fairs, conducting application calls, managing the university spreadsheet of applicants and updating the Director that manages the partnership.

- Collaborate with Directors to plan, develop and improve our university campaign and partnership management.
- Manage a very small portfolio of university partner campaigns yourself, to ensure you can gain experience of the systems and processes, and understand how they can be improved.
- Attend university partner meetings to gain a full understanding of the agreements and relationships.
- When needed, delegate new roles and responsibilities within the team for the delivery of each university campaign.
- Provide training and support to Project Coordinators, to ensure their campaigns are delivered to the highest standards.
- Create and manage processes for university campaign administration.
- Communicate with university staff to support the Directors.
- Ensure benchmarks and standards are brought up when it comes to the implementation of our university partnerships.
- Provide recruitment reporting on a daily, weekly and quarterly basis.

Customer Service Management (20%)

- Ensure the effective management of existing customer service systems.
- Develop new ideas and strategies to provide the best customer service when it comes to volunteers preparation for their project in Fiji.
- Build new systems and processes to ensure customer satisfaction and volunteer preparation is consistent.
- Design and deliver our online community strategy using the Mighty Networks platform.
- Make improvements to the preparation content within our online volunteer portal hosted on(www.thinkpacific.online).
- Create and manage the implementation of our live pre-departure webinar series.
- Ensure key inbound customer service calls are taken care of effectively by team members responsible for responding to queries.
- Manage the implementation of outbound 'health questionnaires', 'visa applications' and 'project planning' support calls by the team.
- Provide customer service reporting to the Directors.

Sales & Support Calls (10%)

- Conduct recruitment calls with applicants & customer service tasks to develop knowledge and understanding of how systems can be improved.
- During periods of high applications or project preparation, you may be requested to increase your involvement in recruitment & customer service tasks to support the Project Coordinators.

You may be required to carry out other duties as are within your capabilities and level of responsibility, in order to meet the needs of the business.

Essential Skills Required

- Display a high level of interpersonal skills and the ability to listen, empathise and work with individuals from a variety of backgrounds.
- The ability to manage a variety of demanding responsibilities within any given day.
- Acquire and implement new skills quickly, with an ability to think on your feet in a fast-moving and changeable environment.
- Passion to foster and promote Think Pacific's mission and values.
- Desire to contribute to a global understanding of UN Sustainable Development Goals, Fiji's National Development Plan and advocate the benefits of internationalisation.
- Strong communicator and confident on camera, zoom briefings, meetings and calls.
- Ability to maintain high standards of administration.
- Ability to interact with students, clients and partners in a positive and professional manner.
- Knowledge of Microsoft Word, Excel, Zoom and Google Drive would be a benefit.
- Plan logically and in detail producing practical, effective solutions to achieve goals or overcome real problems.
- Display effective personal leadership and teamwork and help develop the leadership skills of others.
- Understand the needs and expectations of local stakeholders, global interns and volunteers.

Application Process

Step 1

- Complete and submit the Application Form via the link before **Friday August 12th 2022**.

- [Application Form - Operations Manager \(UK\) - Think Pacific](#)

- Please attach the supporting documents included below:

- CV/Resume
- Answering 6 short questions:
 - 1. Why are you interested in this role?
 - 2. What skills do you think you will bring to the role?
 - 3. What experience will you bring to the role?
 - 4. What are your professional strengths?
 - 5. What are your professional challenges/areas for improvement?
 - 6. What are your career aspirations?
- Cover Letter (Optional)

Step 2

- Successful Applicants will then be shortlisted for an interview.

Step 3

- Interview via zoom with Think Pacific Senior Management - **Week Beginning Monday 15th August 2022**.

Step 4

- **For those shortlisted:** You will be requested to submit a 5-10 minute video presentation on the strategies you would implement to manage and support a small remote-working and field-based sales and customer service team.

Step 5

- Official offer forwarded to successful candidate no later than the 26th August, with the proposed start date **between 12th September - 26th September 2022**.