



Manager, Services and Operations (Ref: MCW/20230830/SOM)

CHANGE YOUR FUTURE AND THE FUTURE FOR CHILDREN IN HONG KONG. JOIN OUR TEAM.

Position Description

As the Manager of Services Operations Manager (SOM), the individual will serve as a pivotal member of the team, closely supporting the Director, Services and Case Management (DOS). The SOM will assist in defining and implementing the organization's strategic plan and standardized operating models, ensuring high-quality services are delivered sustainably and systematically to clients. This includes the oversight of regulatory and compliance issues and the diligent execution of our eLearning and curriculum development policies and practices.

The SOM should exhibit strong project management skills, a mission-focused mentality, and a keen process-oriented mind, possessing the capability to oversee cross-divisional teams and drive the successful execution of project plans. Analytical thinking, strategic planning, and critical evaluation abilities are crucial for this role.

In terms of operations, the SOM will oversee the operation aspects and data management of all frontline services including Children, Youth, and Family Services, by working closely with DOS. The focus will be on ensuring that our services adhere best practices and delivered with consistency and quality through a data-informed, systematic, and sustainable approach. This includes the establishment of comprehensive documentation, effective training schemes, efficient systems, and replicable processes for each of our programs and services.

As part of the management team in Mother's Choice, the SOM is expected to uphold the organization's vision and values, modeling and coaching new leaders, and channeling the skills and expertise of the managers and their teams to enable Mother's Choice to achieve the strategic goals. This role is instrumental in promoting quality assurance and operational efficiency in the organization.

Key Responsibilities

1. Strategic and Operations Management:

- Assist in strategic planning, developing and monitoring an implementation roadmap to ensure departmental plans align with organizational strategy.
- Shape operational processes and policies, focusing on program design, planning, delivery, data-informed service planning, training, documentation, and resource allocation.

2. Quality Assurance and Data Analysis:

- Design and implement continuous quality improvements within programs, ensuring adherence to agency policy and procedures.
- Review and audit key impact metrics, aligning with the organization's vision and targets.
- Collaborate with the IT & Impact Measurement team to develop and review impact measurements for services, ensuring efficient and systematic data collection and analysis.

3. eLearning and Curriculum Development:

- Oversee the development and implementation of a comprehensive eLearning program, ensuring it meets the needs of service growth and feedback.
- Collaborate with the team to design, implement, and refine the curriculum, ensuring it aligns with the goals and objectives of Mother's Choice Services.
- Leverage technology and training to enhance efficiency, facilitate growth, and enable data-informed planning of services.



4. Funding and Financial Management:

- Participate in annual planning and budgeting for all services, assisting the Manager in completing, monitoring, and reporting funding applications.
- Oversee departmental financial performance against the budget, ensuring that the organization's financial commitments are met.
- Draft funding proposals and prepare detailed funding report.
- Collaborate with the fundraising team to secure additional funding where required.

5. People Management and Development:

- Lead, coach, and supervise a high-performing team, including program teams of children services and administrative staff.
- Collaborate closely with the Manager and senior leadership, providing support when required and assisting with presentations to various stakeholders.
- Ensure usual service provision and daily operations are maintained, monitoring staff performance and identifying opportunities for improvement and collaboration across services.

Requirements

- Educated to degree level (Master's degree preferred but not essential)
- Minimum 10 years' working experience, with some years in a similar capacity and managing a multi-disciplinary team.
- Good understanding of the operations of an NGO. (Previous experience in social services organization is preferable)
- Must be passionate about the vision of Mother's Choice that every child be in a loving family and aligned to the culture and values.
- Must have an empathy for the individuals for whom Mother's Choice cares.
- Must share the commitment of Mother's Choice in upholding the safety and protection of children as paramount.
- Excellent project management skills and experience gained from implementing new processes and change management initiatives.
- Process and action driven: a systems-thinker, can design and articulating processes and solutions, strong analytical and problem-solving skills. Can evaluate performance, prepare reports, and recommend/implement solutions using independent judgment.
- Demonstrable people management skills: can rally and develop people to collaborate effectively on a project or vision, by identifying and leveraging their skills. Is comfortable working with small teams, can seek consensus around mutual goals. Takes a collaborative approach working with people across multiple functions and a broad number of stakeholders.
- Must set a high standard and act as an example with a hopeful and a solutions-oriented attitude.
- Strong interpersonal skills, both verbal & written communications.
- Resourceful and takes ownership of deliverables.
- Must be bilingual, with both English & Chinese written skills.
- Has high professional ethical standards and is comfortable in a diverse and multicultural and international workplace.
- Demonstrates the highest degree of integrity and transparency.
- Passionate and driven with an interest in continuous learning and improvement.

To Apply

Interested candidates please send a full resume , expected salary, and available date to Assistant Director, Human Resources, Mother's Choice Limited, 10 Borrett Road, Mid-Levels, Hong Kong; or email to hr@motherschoice.org

Personal data collected will be used for recruitment purposes only. Applicants who do not hear from us within two months may consider their application unsuccessful. Mother's Choice is committed to diversity and inclusion and is an equal opportunity employer.