

JOB DESCRIPTION

Finance and Operations Manager

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| Position title | Finance & Operations Manager |
| Location | Dili, Timor-Leste |
| Reports to | Lafaek Social Enterprise Director |
| Grade | Grade 7 |
| Position type | Full - time |
| Start date/timeframe | 1 March 2025 |

1. Background

1.1 About CARE

CARE is an international development and humanitarian organization that has been working in Timor-Leste since 1994. With programmes that extend across all parts of the country, CARE works with partners to save lives, defeat poverty, and achieve social justice.

CARE works with remote, rural communities and civil society partners to combat gender inequality, as this has been shown to be one of the most effective ways to create sustainable development outcomes.

Ensuring well-being and a voice for women and girls in rural, disadvantaged areas is at the heart of CARE's work. This is achieved in four priority areas of Education, Women's Economic Empowerment, Health, and promoting Women's Voice in Society through development and humanitarian programmes.

CARE in Timor-Leste has zero-tolerance for sexual harassment, sexual exploitation, and sexual abuse, as well as all forms of harm to children.

CARE participates in the global [Inter-Agency Misconduct Disclosure Scheme \(MDS\)](#). In line with this Scheme, CARE in Timor-Leste will seek a "Statement of Conduct" from all past employers that candidates have been employed by over the last 5 years, specifically related to incidents or investigations into allegations of sexual harassment, sexual exploitation or sexual abuse during their employment. CARE is also committed to disclosing knowledge of sexual misconduct to other agencies where requested.

1.2 About the programme

CITL's Lafaek magazines have promoted literacy, learning, and broader social impact across Timor-Leste since 2001. Lafaek has become a household name in Timor-Leste with a brand that is highly valued and trusted nationwide. The Lafaek Learning Media project currently produces four types of magazines with engaging and relevant content and distributes them three times a year to 13 municipalities across the country. Since 2018, CITL has additionally launched the Lafaek Learning Media (LLM) Platform, a Facebook page that now has over 160,000 followers, mostly young Timorese, and a website. The New Zealand Department of Foreign Affairs extended the project in 2022 for a further five years.

Until now, the operations of Lafaek have been sustained through financial contributions from donors. However, given the prevailing patterns of diminishing development aid allocated to Timor-Leste, it seems improbable that this funding source would remain dependable. CARE aims to enhance Lafaek's long-term sustainability by facilitating its transition into a locally registered foundation.

2. The role

The Finance & Operations Manager is responsible for overseeing all financial and operational aspects of and ensuring efficient management of the operational and financial aspects of the Lafaek Foundation, as well as overall compliance with contractual requirements, CARE and donor policies, GoTL regulations, and local law. The Manager will oversee finance, procurement, administration, asset and record management for activities and operations. The Finance & Operations Manager will identify process gaps and compliance risks and work with the Lafaek Social Enterprise Director/Officer in Charge (OIC) to develop and streamline processes and procedures.

The Manager will report directly to the Lafaek Social Enterprise Director and will supervise finance and operations staff. This position is based in Dili, requiring occasional travel to municipal offices.

MAIN RESPONSIBILITIES:

1. Operations Management:

- 1.1. Manage the administrative operation contracts for the office, including overseeing facilities, procurement, IT, and record and file management. This includes oversight of the Dili office.
- 1.2. Increase efficiency by enhancing local operational procedures and systems through understanding Lafaek-wide workflows and business processes.
- 1.3. Manage and support key HR operations including staff training and HR-related regulatory compliance in coordination with CITL Human Resources.
- 1.4. Participate in weekly meetings with the Lafaek SMT team.

- 1.5. Supervise local administrative and finance staff, provide guidance and direction to staff members, coordinate process and policy implementation, develop and execute operational strategy, and work with the Lafaek Social Enterprise Director/OIC in collaboration with other team leads to ensure smooth operations-level support across the entire office.

2. Financial Management:

- 2.1. Manage Lafaek's Dili Office finances, which includes working remotely (online) with Lafaek Social Enterprise Director and Lafaek Project Manager to systematically record and track all office expenses and local payment approvals.
- 2.2. Prepare monthly reporting on all cash flow and Dili Office accounting, which may include reconciliation reports as needed.
- 2.3. Review all financial transactions for accuracy and completeness.
- 2.4. Prepare and assist in month-end and fiscal year-end closing, i.e., BvA, monthly cash account reconciliation.
- 2.5. Prepare regular fund transfer requests in coordination with CITL and Lafaek team.
- 2.6. Support the processing and disbursements of local travel vouchers for Lafaek field staff.
- 2.7. Ensure compliance with CITL and donor finance, procurement, operations policies, and Government of Timor-Leste rules and regulations wherever program activities occur.
- 2.8. Coordinate the process for reviewing requests for payments and invoicing and expense reports in coordination with the CITL support team to ensure compliance with CITL and donor finance and accounting policies and procedures.
- 2.9. Support the preparation and submission of relevant financial reports to partners and donors.

3. Compliance and Risk Management:

- 3.1. Coordinate with the appropriate team(s) to ensure up-to-date regulatory filings and other requirements.
- 3.2. Coordinate the maintenance of administrative records, including project procurement, recruitment, assets, and finance documentation.
- 3.3. Ensure standard operating internal controls are established and implemented in accordance with the Lafaek Operations and Finance Manuals, donor policies, and the terms of interagency agreements.
- 3.4. Build capacity across technical and operational teams for operations, financial management, and compliance to establish local standard operating procedures focusing on risk management and compliance with Lafaek standard policies and procedures.
- 3.5. Assist with external or internal risk audits as necessary.

4. Human Resources and Administration

- 4.1. Support key HR operations, including personnel actions, performance reviews, health insurance, and personnel recruitment efforts, including developing job descriptions, interviewing, onboarding, and training new staff training and HR-related regulatory compliance in coordination with the Lafaek HR Manual and local laws.
- 4.2. Ensure project personnel records are properly maintained, including project procurement, recruitment, and finance documentation, maintaining a rational, straightforward hierarchy in accordance with the Foundation records map and local law requirements.
- 4.3. Ensure all new and current staff are trained on policies and procedures as required.
- 4.4. Help manage and maintain an inventory list of Lafaek office supplies, equipment, and furniture in accordance with Lafaek inventory policy.
- 4.5. Work collaboratively with senior management staff in identifying training needs and training priorities for staff, as well as recommending potential training opportunities.

5. Systems and Process Management

- 5.1. Help the establishment and maintenance of robust financial management and accounting control systems for Foundation expenditures.
- 5.2. Assist in establishing and managing the operations and procurement system.
- 5.3. Define, develop, and document new office processes, as needed, to guide customized solutions and ensure local compliance with relevant Lafaek manuals and policies; and periodically revisit local processes and systems to identify areas for improvement or change.
- 5.4. Work with the Lafaek Social Enterprise Director, Lafaek SMT, the CITL team, and other programs to share best practices and lessons learned.
- 5.5. Work with project staff to communicate changes, receive and implement feedback, and ensure necessary management principles for smooth process adoption.

6. Procurement Management:

- 6.1. Ensure that goods and services are contracted in accordance with the Lafaek policies and procedures.
- 6.2. Work closely with the program team and CITL office to support contracting, organize technical committee meetings, and help document the completion of deliverables.
- 6.3. Prepare and review contract budget submissions to prospective partners and other entities to ensure they are accurate and reflect market rates.

7. Other Responsibilities

- 7.1. To proactively manage the APPA process for all direct reports (annual appraisal, midyear review and regular 1:1 meetings) create an environment where feedback is

valued, acted upon and monitored, and where the APPA process (including the paperwork) is an integral component of Annual Work Plans and activities.

- 7.2. Promote a safe and secure work environment; foster a culture of safety and security awareness and ensure compliance with the safety and security policies, procedures; and
- 7.3. Demonstrate an ongoing commitment to gender equality, diversity and child protection.

3. Selection criteria

- Bachelor's degree in finance, business administration, economics, public administration, or related fields.
- Certification in utilizing financial management systems such as MYOB, QuickBooks, and Excel.
- Advanced accounting and/or procurement/acquisition qualifications are strongly preferred.
- Minimum of six (3) years of experience in financial management and procurement working on complex projects.
- Demonstrated experience managing project(s) operations, budget management, HR and administration management, and process management.
- At least three (3) years of supervisory experience.
- Demonstrated knowledge of internal controls and audit processes (e.g. procurement, local subcontract agreements, etc.)
- Strong interpersonal skills with the ability to engage with a wide range of organizations, beneficiaries, and related parties.
- Excellent organizational and communication skills (oral and written), ability to liaise with internal staff, external partners, and vendors.
- Excellent communication skills in both in Tetum and English.

Note

CARE prioritises the safety of the community members that we work with, particularly the most vulnerable members of society, including women and children. CARE in Timor-Leste will not tolerate sexual harassment, exploitation or abuse by staff or partners, and has embedded systems to prevent and address safeguarding risks across our operations.