

Αριθ. Πρωτ.: 25/10113

**ΠΡΟΣΚΛΗΣΗ ΕΚΔΗΛΩΣΗΣ ΕΝΔΙΑΦΕΡΟΝΤΟΣ ΓΙΑ ΚΑΛΥΨΗ 1 ΘΕΣΗΣ OPERATIONS MANAGER ΠΛΗΡΟΥΣ ΑΠΑΣΧΟΛΗΣΗΣ**

"The Home Project" (THP), a civil non-profit company, was founded in December 2016 to meet the needs of refugee children who arrive in Greece on their own. It has created and operates shelters for unaccompanied minors in Athens, where holistic child protection services are provided.

The project is expected to operate with the co-financing of the European Union from the Greece Programme - Asylum, Migration and Integration Fund and is expected to last 12 months.

The aim of the project is the operation of Shelters in which services will be offered covering the whole range of protection needs of minors, such as food, housing, education, as well as material, psychosocial, medical and legal support, and social integration services. The main guidelines for the services provided relate to the safety and protection of minors, the development of the individual's personality, his or her maturation so that he or she is able to exercise his or her rights in an informed manner and, ultimately, his or her emancipation.

In this context, "The Home Project" announces a full-time Operations Manager position. The selected person will be employed on a 3 month contract with a possibility of renewal after evaluation. The employee will work on fixed hours, 5 days during the week at the organization's headquarters.

**Operations Manager (OM)**  
Reports to: Chief Operating Officer (COO)

**Overview**

The Operations Manager (OM) is a critical management position with a significant impact on The HOME Project's operational goals. The role is responsible for coordinating all necessary administrative actions within and outside THP, ensuring smooth and efficient operations. Additionally, the OM facilitates communication and collaboration among different departments to execute technical tasks and actions related to the seamless implementation and monitoring of the operation of the shelters.



## Key Responsibilities and Duties

### Operational Management:

- Develops and implements administrative policies and procedures to streamline operations, ensuring compliance with regulations and project monitoring guidelines.
- Identifies inefficiencies and areas for improvement, implementing enhancements to workflows and processes.
- Resolves administrative or operational issues in collaboration with the Head of Programs and Chief Operating Officer as they arise.
- Responds to inquiries from partners and supporters via phone and email.
- Ensures that all THP operational, legal, and regulatory documents comply with laws and regulations.
- Maintains and updates THP records with all public entities where the organization is registered.
- Monitors and updates relevant registries across all ministries.
- Ensures and fosters a positive organizational culture.
- Manages relationships with external vendors and partners, overseeing the maintenance and upkeep of THP shelters.
- Compiles and submits regular updates and digital reporting to the Ministry regarding the operation of the shelters.
- Oversees and ensures coordination between various technical tasks across all relevant departments and shelters coordinators.
- Reviews contracts with suppliers and partners of THP.
- Manages and supervises the performance of the team responsible for the maintenance of the shelters.
- Evaluates and responds to all emails and requests related to volunteering, employment, internships, partnerships, etc., and coordinates next steps with the relevant departments.



### **Project Oversight & Monitoring:**

- Oversee the daily operations of THP shelter activities, ensuring consistent progress tracking and maintaining detailed daily records.
- Collect and update data regularly to support accurate weekly and monthly reporting.

### **Team Leadership & Support:**

- Manage and support project staff and community-based workers throughout the entire project cycle.
- Proactively address challenges and obstacles faced by the team, beneficiaries, and local communities.

### **Community Building:**

- Upon consultation with the CDO organizes community building initiatives and coordinates all parties involved
- In cooperation with the Child Protection Unit (CPU) and the Development Unit assists guests and drafts letters to gain access to museums, recreational areas, theaters, campsites etc.
- Maintains continuous communication with partners to explore potential synergies and foster relationships
- Liaises with relevant authorities for permits and space allocation
- Coordinates and sets up spaces (food, power, sound, etc.) before and during events

### **Additional Responsibilities:**

- Attends THP educational activities in person every Saturday to strengthen relationships and provide direct feedback on collaboration.
- Monitors and supervises the progress of scholarship recipients in educational institutions both in Greece and abroad, facilitating smooth cooperation with institutions and resolving day-to-day issues.

### **Reporting:**

- Provides regular updates and reports to the COO on all operations, including but not limited to:



- Budget-related matters, including expenses and financial forecasts.
- Compliance with laws and regulations.
- Issues affecting administrative operations and technical tasks.
- Recommendations for process improvements.

## Qualifications

### Education:

- Degree in Business Administration, Human Resources Management, or related fields.

### Knowledge & Experience:

- Proven experience of at least 3 years in administrative roles.
- Experience in supervisory or managerial roles will be considered a significant asset.
- Work experience in a non-profit environment is highly desirable.

### Skills:

- Excellent written and verbal communication skills in Greek and English.
- Ability to manage multiple tasks and meet deadlines.
- Strong digital skills and tech-savviness.

### Desired Skills:

- Excellent collaboration skills
- Problem solving abilities
- Advanced cultural awareness; good understanding and respect for different cultures, traditions and social dynamics
- Good people management skills, ability to guide and motivate
- Agility and flexibility to adapt to changing circumstances and requirements
- Passion for THP's mission and values
- High level of professionalism and integrity
- High level of self-motivation



## EVALUATION PROCEDURE

As a first step, you are invited to send the following to a link that will be created through Indeed:

- Detailed curriculum vitae
- Cover letter

The closing date for submissions is 29/04/2025.

Due to urgency to cover the position the organization holds the right to hire the suitable candidate before the closing date.

For any clarifications, interested candidates may send queries to [hr@homeproject.org](mailto:hr@homeproject.org) up to 3 days before the closing date for submission of applications.

Job Type: Full-time

Application Deadline: 29/04/2025

Για την αποστολή των βιογραφικών επισκεφτείτε το <https://shorturl.at/g0Lcq>



Με τη συγχρηματοδότηση  
της Ευρωπαϊκής Ένωσης