**Business Operations Manager, Morocco**

The British Council is hiring its Business Operations Manager for Morocco.

The Morocco operation has significantly upgraded its compliance following an internal audit conducted in mid-2023. The Business Operations function has been pivotal in this effort and will continue to ensure that a culture of compliance is fully embedded within the BO function and across the entire operation, encompassing all departments.

The Business Management role demands adaptability and resilience in navigating change while actively supporting Senior Leaders in driving transformation. Specifically, the Business Operations Manager will be responsible for redesigning workflows within the Business Operations team to align with the evolving landscape of outsourced Human Resources and Finance functions, ensuring seamless collaboration with both internal and external stakeholders.

**General Information**

* **Number of positions: 1**
* **British Council Pay Band 7**
* **Employment Type: Indefinite Contract (IDC)**
* **Location: Rabat or Casablanca (preferably Rabat)**
* **Deadline to receive applications: 11th April 2025**
* **Candidates are expected to have the right to live and work in Morocco.**
* **Salary: MAD 21,193 BASIC**

**Role Purpose:**

To oversee the management of the business administration, local financial processes, estates, local administrative human resources activities, as well as IT and security functions, in Morocco. The role will ensure that British Council corporate standards and relevant polices and procedures are met.

Ensure that the business support team are efficiently and effectively deployed to support operations in achieving business objectives and ensuring compliance across Business Operations and all Morocco Departments.

The role will ensure that team performance adds value to the delivery of objectives and to ensure that all risks, particularly financial compliance and business continuity are identified, monitored, managed and controlled.

To support new initiatives and organisational change by providing appropriate advice, support, training and leadership to all operational teams, across Departments.

To be a key, and pro-active member of the Country Leadership Team (CLT).

**Main Accountabilities:**

**Management**

* Oversee and manage the entire Business Operations (BO) team.
* Supervise the IT function, coordinating with GIS to meet IT needs across the Morocco operation.
* Chair the Morocco Compliance Task Force, a cross-department unit overseeing compliance.
* Promote and support the country’s Equality, Diversity, and Inclusion plan.
* Conduct general induction for new joiners (incl. non-BOT staff).
* Manage and update key local policies (e.g., office policies, mobile phone).
* Monitor local Delegated Authorities.

**Relationship Management, Suppliers, and Services**

* Manage vendor relationships, including cleaning, maintenance, security, transportation, and government agencies.
* Oversee local office-wide procurement, including PR creation, with support from Procurement teams.
* Serve as the point of contact for government offices.
* Manage event planning and execution/logistics.
* Arrange travel for visitors and regional teams.

**Risk Management**

* Ensure local legal compliance, particularly regarding governance and status.
* Maintain the Incident Management Plan and Business Continuity Plan.
* Manage insurance policies.
* Support internal audit processes.
* Coordinate the Risk Register (JCAD) and own operations-related risks.
* Identify potential risks in coordination with other departments.
* Report incidents for Morocco offices and activities.
* Provide corporate legal returns.
* Act as the fraud focal point.

**Estates/Premises**

* Plan and manage premises and landlord contracts.
* Supervise daily office space operations.
* Implement yearly preventive building and ground maintenance schedules, ensuring timely action and reporting.
* Coordinate office moves and renovations.
* Supervise inventory checks for fixed and low-value assets.
* Act as the Environment Framework Tool focal point.
* Manage environment framework returns.

**Budget / Finance / Banking**

* Manage, plan, and monitor the budget.
* Handle finance journals and reconciliations.
* Lead and maintain bank relationships.

**On-site Finance Related Activities**

* Ensure compliance with cash handling procedures.
* Oversee the BO team’s management of cash receipts from Customer Services and the posting of required journals.
* Manage petty cash, cheque signing, and cash audit checks.
* Ensure accountable stationery is managed in the Rabat and Casablanca offices.
* Oversee the BO team’s handover of cash receipts to Brinks/Bank.
* Monitor the BO team’s TCMS uploads.
* Manage the BO team’s handling of travel envelopes.
* Oversee the BO team’s processing of off-system payments and urgent advances.
* Safeguard and manage cheque books handover.

**Procurement & Contract Management**

* Handle high-value procurement and tendering (RFP, ITT).
* Manage key operations contracts.
* Conduct due diligence and vendor screening.
* Monitor and update Preferred Suppliers List and aggregate spend across departments.
* Oversee finance payables and receivables, including off-system transactions.
* Facilitate National Audit Office audits.
* Support FCCF.
* Monitor PO GR IR.

**Security**

* Oversee security and manage relationships with security stakeholders and local authorities.
* Ensure security equipment is maintained in premises.
* Ensure incidents are reported.
* Inform staff about security measures or status depending on the local context.
* Manage staff access control to premises.
* Assess security measures in new offices/venues and partner schools.
* Manage staff access/removal from Telephone Tree, SOLACE, Teams channels, and mailing lists.
* Oversee public liability insurance management.

**Health & Safety**

* Manage day-to-day health and safety for Morocco offices.
* Provide H&S checks of venues/partner schools for all departments.
* Assess H&S measures in new offices/venues and partner schools.
* Run H&S inductions for staff.

**HR Operations & Mobility**

* Supervise implementation of all HR Operations tasks that require to be performed locally, including admin support (relationship with Labour Inspectorate, employee files, preparation of documents, CNSS forms, payroll signatory coordination, medical insurance, etc.)
* Coordinate work permit and residency submissions for foreign employees.
* Assist with rent hunting, utilities setup, Wi-Fi, and lease management for foreign employees.

**Role specific knowledge and experience:**

* Experience in managing and leading teams in an international context, working in a multi-cultural organisation
* Strong organisational skills with the ability to prioritise tasks and meet deadlines
* Track record of building effective relationships with business leadership teams in the delivery of high quality and effective professional services
* Experience of developing and managing a range of complex internal and external stakeholder relationships
* Excellent understanding of business strategy and practices
* Experience in change management
* Can demonstrate excellent management of administration roles
* Working in both public, not for profit and private sector organisations
* Experience of working in a matrix management structure

**Minimum/essential**

* At least 5 years’ experience in a similar role.
* Proven track record in business management and or general office management.
* Knowledge and experience of working in Morocco.

**Education**

* Minimum: First Degree in any subject
* Desirable: Degree in Business Management

**Language**

* The British Council systems and global processes operate in English. Written and verbal proficiency in English is required.
* Reading proficiency in French is also required.

**Please note that all applications should be submitted in English only.  
It is advisable to apply in advance to avoid any technical issues at the last moment.**

**TO APPLY, VISIT:** [Business Operations Manager | Morocco | British Council](https://careers.britishcouncil.org/careers/job/563705879754528)