



## Operations Manager Job Description

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### Position Overview

Educate! is seeking an Operations Manager for our Rwanda office who is driven to create and execute seamless operations to free up our team to focus on impact. As Operations Manager, you'll be responsible for operational compliance, talent & human resources, logistics and field operations.

Educate!'s model was launched in Uganda in 2009, and since then we have worked to build the most innovative, sustainable, scalable and cost-effective model possible. In 2016 we launched in 100+ schools in Rwanda, working closely with the Rwandan Education Board to support roll-out of the entrepreneurship subject in the new competency-based curriculum. In 2018 we'll be working in 700 schools in Uganda, launching our program in Kenya, and expanding in Rwanda to work with more than 150 new schools. **Reporting to the Country Director, our new Operations Manager in Rwanda will help build and execute operational processes to make that growth possible.**

**We're looking for a proactive, meticulously organized and efficient professional with the tenacity and creative problem-solving skills to ensure that all the wheels are turning at maximum efficiency.** You'll need to be ultra-organized, people-oriented, have high ethical and business standards, and believe that no job is too big or too small when it comes to supporting the team.

Sound like you Apply [here!](#)

### About Educate!

[Educate!](#) works to transform education in Africa to teach youth to solve poverty for themselves and their communities.

Educate! provides youth with skills training in leadership, entrepreneurship and workforce readiness along with mentorship to start real businesses at school. Our model is delivered through practically-trained teachers and youth mentors. Educate!'s goal is to make this practical, skills-based model part of national education systems.

In 2017 we're working in 100 schools in Rwanda and more than 500 secondary schools in Uganda, reaching over 120,000 students, and in 2018 we'll be in more than 150 schools in Rwanda and 700 in Uganda, while also launching our program in Kenya. Our model was proven to have massive impact in a randomized controlled trial. Graduates earned DOUBLE the income of a control group and had a

[www.experienceeducate.org](http://www.experienceeducate.org)



64% increase in business creation. Our graduates change their lives and their communities, [such as Lillian Aero](#) who employs over 100 AIDS-affected women.

In 2012 Educate! partnered with Uganda's government to integrate curriculum and a student business club structure into Uganda's entrepreneurship course nationally, and in 2015 we began serving as a technical advisor to Rwanda on their national curriculum reform.

Educate!'s team includes 100 staff and over 140 volunteer youth mentors. We have been backed by top foundations such as MasterCard, Big Bang Philanthropy, Mulago, Echoing Green, Ashoka and Global Innovation Fund. Educate! won the [2015 WISE Awards](#), and was featured by [Forbes 30 under 30](#), Clinton Global Initiative and [The Brookings Institution](#).

Educate!'s vision is to reach one million students annually across 10 countries in Africa by 2024.

## Performance Objectives

### Operational Compliance

- Ensure compliance with organizational finance, HR, and other operations policies and with local and national laws and regulations through developing and executing policies and procedures as well as staff communications and training
- Oversee staff contracts and other human resources files
- Manage financial and human resources reporting

### Talent & Human Resources

- Lead recruiting and onboarding for our team in Rwanda to add to our team of high performers and ensure that staff are well-prepared for their roles and engaged from the beginning
- Run performance management, goal-setting and reporting, and learning & development systems for staff, focused on strong individual growth and continuous learning

### Logistics & Field Operations

- Manage venues and other services for trainings and events.
- Provide administrative infrastructure for field team.
- Manage site visits and events with partners including implementation partners, peer organizations, and donors.
- Manage payments to external parties in the field.

## Qualifications

- Bachelor's degree
- 3+ years of professional work experience in operations, including experience with finance, human resources, logistics, and project management
- Possess and display high ethical and business standards.
- Excellent people and communication skills
- Creative, tenacious problem-solver with a drive to create operational systems that make employees' jobs easier so that they can focus on impact



- Open and flexible to all kinds of work, from high-level ops strategy to getting into the weeds of securing an event venue
- Fits our Five Cultural Tenets (see [What is Educate! About?](#) below); Learn more by looking at [Educate!'s culture deck here](#).
- Fluent in English and Kinyarwanda, with strong writing skills in both
- Rwandan nationals strongly preferred

## Terms

- Compensation will be competitive for the social enterprise sector and commensurate with experience
- Benefits include a generous vacation policy and medical insurance
- This position will be based in Kigali, but will likely require occasional visits to rural districts

## Why You Will Brag About Working At Educate!

- We've got the [impact](#).
- Educate! is designed for scale. We quadrupled operations in 2014, going from 54 to more than 200 schools served. We carefully measure our outcomes, and — here's the best part — we are maintaining quality at four times the size.
- We believe in local leadership — 96% of our staff is African.
- Our model has gone nationwide in Uganda — Educate!'s model is now incorporated into the national curriculum and exams, impacting many thousands more students than we can reach directly.
- Educate is a well-oiled learning machine. We built our model by methodically testing hundreds of assumptions and we are constantly experimenting, evaluating, and improving.
- We're honored that luminaries and leaders like Oliver Wonekha, the Ugandan Ambassador to the US, and Ann Veneman, a former Secretary of Agriculture and head of Unicef, believe in us enough to have joined our advisory board.

## Application Process

Intrigued? Please visit [here](#) to apply. You will be asked to upload a resume, and your response to the following questions:

- Why Educate!? Why this position? Please explain how this position fits into your career goals and which past experiences have best prepared you to take it on, and tell us what excites you about working in operations!
- Tell us about a challenging project you've managed in the past. What made it challenging? What obstacles got in your way on the path to success and how did you overcome them?
- How did you hear about this position? If from a website or search engine, please list the name. If someone referred you, please let us know who.

Application is on a rolling basis, with goal to fill position ASAP.

## What Is Educate! About?

**We're ambitious. Are you?** Educate! is growing fast, so new opportunities are opening up and expanding all the time. We're inspired by people with drive, and we love to help them reach their full



potential. We expect everyone at Educate! to contribute above and beyond their job description, grow their skills, and advance their careers, and we are committed to supporting our staff members on that journey.

1. **We Put Youth First** - The youth we serve come first. Always. In everything. That means we wake up thinking of ways we can serve youth even better and get the highest impact out of every dollar that we spend. It means Educate! doesn't own a single vehicle, because we'd rather take the bus if it means one more student can participate. It means making every decision like the future depends on it — because if we get our way, it does.
2. **We Are Always Learning** - When you work at Educate!, educating *yourself* is part of your job too. We encourage every employee to find the best book on management; share the latest article on graphic design; bring in your favorite college mentor; or meet the researcher pushing the edge of the field. We are always thirsty for knowledge and love to share.
3. **We Only Solve a Problem Once** - We are allergic to band-aids so we love the person who brings the new system to solve the problem for good, even problems we haven't recognized yet.
4. **We Are Flexible** - We thrive on change — we're driving it. We are growing every day, so we have to adapt quickly to meet new challenges, and our team keeps up.
5. **We Exceed Expectations** - We assume we can achieve the impossible because we already have, year after year. We want our staff to create your own challenges, ask the toughest questions, and dream scary big!

Every person at Educate! — from interns to the executive director — is evaluated by how they live up to these five cultural tenets. They are at the core of how we achieve our mission and why we work as well as we do.

Educate is committed to providing an inclusive and welcoming environment for all who interact in our community. In creating this environment, we encourage people from a variety of cultures, backgrounds and life experiences to join our diverse team.