



Job Description

Job title:	Compliance and Projects Manager
Group:	People, Finance & Operations
Grade:	G4
Reporting to:	Head of Operations and General Counsel
Location:	UK

Lumos is an international children's charity founded by J.K. Rowling to end the systematic and harmful practice of the institutionalisation of children. Our vision is a world in which all children have the opportunity to grow up and thrive in a safe and caring family or, where there is no alternative, in specialist placements that meet all their needs, respect their rights and ensure they can fulfil their potential.

Job Purpose

For over 10 years Lumos has worked directly in a number of countries to safely transform systems of care and protection, helping to ensure children can grow up in loving families rather than harmful orphanages, and demonstrating that change is possible.

Despite the milestones achieved, millions of children continue to live in institutions globally and until more countries adopt quality system-wide reform at national levels, this grave problem will persist.

Encouragingly national governments and major stakeholders are increasingly committing to transition away from harmful institutional models of care. However, many lack the know-how to develop holistic alternative solutions which support family and community-based care and it is not possible for Lumos and others in our sector to work directly in every country.

Leveraging its extensive experience and expertise, Lumos has restructured as a **global centre for systems change**. Working in collaboration with strategic partners to provide remote targeted support, technical advice and training, the global centre for systems change will build the capacity of national governments and other major stakeholders to lead safe, sustainable and system-wide reform. This will allow Lumos' work to benefit more children and families and achieve an impact greater than the sum of its parts.

Scope

Working closely with the General Counsel and Head of Operations, the Compliance and Project Manager will support the effective operations of Lumos' Global Offices. This role will be a vital source of expertise across the organisation, supporting governance, project and change management processes, with a particular focus on compliance.



Key Objectives

Compliance:

Support the management and socialisation of key operational policies and processes in all Lumos' offices:

- Ensure that the Lumos Head Office is an efficient and professional operation. Proactively manage day to day activities and thinking ahead to identify potential challenges, as well as future opportunities for improvement.
- Manage the review of Lumos' operating policies; proactively working with each team to ensure that all policies are up to date and stored in a central location that is easily accessible to staff.
- Innovating and integrating systems, processes and data management to make the Charity's activities easy to manage and effective.
- Supporting the Project Management Office to develop and standardise project management methodologies across the organisation and build capacity of colleagues across Lumos to implement more rigorous project management into their day-to-day work.
- Coaching and developing staff capabilities in project management, risk management, contract management and compliance procedures

Risk Management / Governance:

- Support General Counsel to implement Lumos' risk management processes, including:
 - Administering the quarterly risk reporting exercise, by working with key staff members across the organisation to obtain reports and collate and aggregate reports;
 - Support the organisation in risk management by the provision of risk management tools, training and other support;
 - Supporting with the presentation of quarterly reports to the Finance and Risk Committee and the Board
 - Designing and implementing risk management training
- Support to the Governance function by coordinating the effective and consistent provision of key executive outputs to the Committee and Board including the organisational results framework, the annual plan and ongoing projects.

Contract and Procurement Management

- Maintain records of corporate contracts and support the processes of tendering and contract renewal, ensuring that contracts are up to date and where appropriate that contractor performance is monitored in accordance with agreed service levels.
- Maintain an up to date database and global calendar of all offices' contracts/compliance dates and renewals.
- Review contracts and provide analysis and guidance including on contractual interpretation, proposals to reduce costs and maintain quality; liaise with General Counsel where required on matters of specialist legal advice.
- Ensure the correct implementation of current contract policies and frameworks.
- Support training and guidance for staff on how to develop contracts.
- Support guidance for staff on the procurement policy and due diligence process.
- Work with the Head of Operations to maintain up to date and effective policy, processes, quotation and tender templates and guidance for procurement across Lumos.
- Work with General Counsel to update and issue template contracts.
- Negotiate agreements with service providers and partners



- Improve and mature the existing procurement process, contracts management system, and supplier management system.
- Support effective data storage and management.

Other:

- Administration of People and Operations policies and procedures, including regular review, updating and implementation across Lumos's global offices.
- Attend and minute meetings as required.
- Attend People and Operations Unit meetings.
- Project manage special compliance initiatives assigned by the Head of Operations or General Counsel.
- Provide coverage for the executive and governance functions where required.

Person Specification

Knowledge/Skills:

- Ability to deal with a range of internal and external stakeholders with tact and diplomacy in order to complete tasks to agreed deadlines
- Understanding of contract review, management and tendering processes
- Good interpersonal and communication skills, and ability to work with a wide variety of contacts
- Highly organised, with an aptitude in planning effectively to meet deadlines, and an ability to work on multiple tasks at the same time
- Commercial acumen and ability to negotiate with senior suppliers.
- Exceptional administrative skills and attention to detail.
- Demonstrable experience in project and change management processes, with a particular focus on compliance.
- Formal project management qualification or equivalent.
- Ability to synthesize key information and tailor messages for different audiences.
- A clear understanding of the requirements of confidentiality and discretion in all relationships.
- Key people management processes including performance and competency assessment.
- Demonstrable evidence of strong financial understanding of managing large contracts and budgets.
- Advanced IT skills.
- Understanding of project management tools and techniques.

Experience:

- Experience interpreting and drafting contracts and other legal documents in a non-lawyer capacity.
- Experience dealing with confidential and sensitive information.
- Proven ability to build consensus among teams, ideally internationally
- Strong judgment and ability to accurately articulate the pros and cons of a course of action, based on established facts
- Experience managing a procurement process including contract tendering processes.
- Experience of working with potentially conflicting demands and confident to prioritise varied workload when under pressure.
- Experience of delivering complex and large-scale projects, preferably internationally.



- Experience in risk management frameworks and methodologies.
- Experience of supporting teams to develop compliance capacity e.g. coaching, training, embedding policies

Safeguarding Statement

Lumos recognises that the rights of safety and security are aligned with its core mission of ending institutionalisation. Effective and robust safeguarding sit at the heart of our mission and values, and accordingly, Lumos is committed to ensuring the safety and protection of children and vulnerable adults in all its work. We expect all staff, associates and volunteers to share this commitment. Lumos will carefully screen all applicants and any offers of employment are subject to appropriate employment and background checks, as well as suitable references from previous employers.

Lumos is committed to ensuring the safety and protection of children and adults at risk in all of our work. All staff and associates must:

- Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.
- Ensure work complies with all safeguarding policies and procedures that apply to the role.
- Ensure that their behaviours and actions support the safeguarding of children, young people and adults at risk as appropriate.

Additionally, the Compliance and Project Manager is expected to:

- Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility.
- Manage and update the standards as appropriate to the role.
- Safeguarding standards are monitored and maintained in compliance with organisational policy.
- Appropriate safeguarding training is provided, and standards are reviewed and updated as required.

Equality, Diversity and Inclusion Statement

Lumos is wholly committed to equality, diversity and inclusion and against all forms of discrimination.

We are committed to creating and sustaining a positive working environment that encourages, supports and gives a voice to all, so that we can best support the children we serve. We must ensure that all staff are equally valued, included, empowered and respected across the organisation and in everything we do.

Lumos is fundamentally built on diverse, multi-national and multi-cultural teams. This is something we cherish as a key strength and an integral part of our identity. Our organisation values and celebrates the diversity, culture and experience of each member of staff, provides equality of care, and support to everyone.

We pledge to listen carefully, to educate ourselves continually, to promote open dialogue, and to seek out and deal with discrimination and prejudice wherever it occurs in Lumos.