



LIFENET INTERNATIONAL

TRANSFORMING HEALTHCARE ACROSS AFRICA

Operations Manager

The Opportunity

LifeNet International, a rapidly growing Christian social impact organization dedicated to transforming healthcare across Africa, seeks a highly organized and detail-oriented Operations Manager to steward the administrative and operational backbone of our global mission.

As LifeNet continues to grow across multiple countries, the Operations Manager will help scale systems and processes to meet the organization's expanding operational needs, ensuring consistency, accountability, and efficiency across offices.

The Operations Manager will play a critical role in ensuring efficient operations across LifeNet's U.S. headquarters and international offices, working closely with the Finance and Administration Manager, Director of International Operations, and reporting to the Vice President of Finance and Administration. This is an exciting opportunity for a professional who thrives on creating order, optimizing systems, and supporting a team working to improve healthcare for millions across Africa.

Key Responsibilities

1. Operations & Office Management

- Lead day-to-day operations for the U.S. office, including facilities, leases, vendor relationships, supplies, visitors, and mail handling.
- Manage procurement systems for U.S. and regional offices, ensuring transparent and compliant processes for purchases, contracts, and vendor engagement.
- Support country-level procurement for high-value, sensitive, or cross-country needs.
- Maintain administrative systems, records, and documentation, ensuring consistent application across departments.
- Oversee IT and systems vendors (Google Workspace, licenses, equipment), ensuring secure and efficient access for staff.
- Serve as primary liaison with external vendors, service providers, legal counsel, and auditors supporting operational and administrative functions.
- Manage the operations and administrative budget, ensuring efficient resource use and value for money, and provide input to annual budgeting for operations, HR, and office administration.
- Oversee travel coordination, logistics, and administrative support for regional and country-level meetings, trainings, and events.
- Lead process improvement initiatives to administer operational efficiency, internal controls, and cross-office alignment.

2. Human Resources Administration

- Coordinate HR systems and processes across U.S. and global teams in collaboration with the Finance and Administration Manager.
- Lead recruitment and onboarding processes: draft postings, manage candidate communications, and coordinate onboarding logistics with supervisors.
- Ensure HR policies are current, communicated, and understood by staff.
- Support benefits administration, payroll compliance, and personnel documentation.
- Provide support in employee relations, performance management, and offboarding processes.

- Collaborate with leadership to update and harmonize HR policies and practices across LifeNet's global offices, ensuring consistency with local labor laws and organizational values.

3. Governance & Organizational Systems

- Support governance processes for the U.S. Board of Directors: schedule meetings, prepare board packets, take minutes, and track action items.
- Maintain organizational registrations, insurance, and compliance documentation for U.S. operations.
- Assist in preparation for US and country-level audits and reviews, ensuring documentation accuracy and timely follow-up.
- Lead implementation and monitoring of organizational risk management, safeguarding, whistleblowing, and data protection systems.
- Ensure operational compliance with donor and partner requirements related to procurement, HR, and risk management.
- Maintain tracking systems for compliance and operational performance, including procurement metrics, audit findings, and HR indicators, and report progress to leadership.
- Collaborate with leadership to update and harmonize organizational policies and procedures, ensuring alignment across all LifeNet offices and functions.

4. Team Leadership & Cross-Functional Support

- Supervise administrative staff, interns, and vendors, providing mentorship and accountability.
- Build capacity of team members through training on administrative, HR, and compliance systems.
- Collaborate closely with Finance, Programs, and Advancement teams to ensure smooth cross-departmental operations.
- Contribute to process improvements that enhance efficiency, reduce risk, and administer organizational systems.
- Establish clear goals and performance indicators for administrative and operational functions, fostering a culture of continuous improvement.
- Support change management initiatives to administer systems and processes as LifeNet scales globally.

Profile

The ideal candidate is an experienced operations and administration professional with a passion for excellence, systems thinking, and service. S/he will bring a proactive, solution-oriented approach to managing complex logistics and administrative systems in a faith-based international organization.

Experience and Qualifications

- Minimum 7–10 years of progressive experience in operations, administration, or HR roles, preferably in international nonprofit settings.
- Demonstrated ability to manage multiple functions simultaneously, balancing strategic oversight with hands-on execution.
- Strong understanding of procurement, HR compliance, and organizational governance.
- Experience developing or implementing global systems and policies across multiple countries or organizational units preferred.
- Experience supporting audits, risk management, and legal compliance preferred.
- Excellent written and verbal communication skills; detail-oriented and process-driven.

- Proficiency in Google Workspace and other cloud-based management systems.
- Alignment with LifeNet International's Christian mission and values.
- Ability to work from LifeNet's Washington, DC headquarters; limited travel may be required.

Compensation and Employment

LifeNet International offers a competitive salary and benefits package commensurate with experience and aligned with the organization's nonprofit mission. The salary range for this position is \$75,000 to \$95,000 per year. The actual salary offered will be determined based on factors including the successful candidate's qualifications and experience.

Candidates must be legally authorized to work in the United States at the time of application. LifeNet International is unable to provide visa sponsorship for this position.

As a Christian faith-based organization, LifeNet International hires individuals who share and demonstrate alignment with its values and mission. Final candidates may be asked to provide a reference from their pastor, priest, or spiritual director.

To apply, please submit your resume and a compelling cover letter outlining your relevant experience and why you're the perfect fit for this role to recruiting@LNinternational.org. Applications will be reviewed on a rolling basis until November 15, 2025. Only shortlisted candidates will be contacted for interviews.

LifeNet International is both an equal opportunity employer and a Christian organization. In this regard, LifeNet International conducts hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual.

Pursuant to the Civil Rights Act of 1964 Section 702 (42 U.S.C. 2000e 1(a)), LifeNet International has the right to and does hire only candidates who agree with LifeNet International's Statement of Faith.