



**Job Title:** Operations/Business Development Manager  
**Department:** Operations  
**Reports To:** Director of Business Development/ Chief Operating Officer  
**FLSA Status:** Exempt  
**Prepared Date:** December 16, 2014  
**Approved By:**  
**Approved Date:**

### **SUMMARY**

The Operations Department comprises both project management as well as business development. The Operations Department is responsible for securing funding to grow the organization as a whole, and support the individual country programs and projects. Funds are secured through proposals submitted to bilateral government development agencies, multilateral development groups, as well as foundations, and multi-national corporations. The department is also responsible for building relationships with key funders, developing proposals and award applications, creating and maintaining institutional documents, (capability statements, marketing materials, past performance references, etc.), and disseminating project information throughout the organization. This individual is primarily responsible for coordinating and preparing proposal submissions, together with iDE's Country Directors and the Denver/Canada/UK based business development teams. Once new projects are won, the Operations Department also supports the management of the new awards by liaising directly with the country programs to ensure the timely submission of deliverables as well as the achievement of all milestones and targets laid out in the award agreement. The Manager is responsible for supervising at least one Associate and managing relations with up to four country offices as well as donors, as applicable. The Manager will also liaise with the Finance Department to ensure proper financial management of all awards to which he/she is assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

#### **Business Development**

- Serve as primary point of contact for assigned countries with relevant Country Directors, the Technology and Innovation Group (TIG), Global Supply, iQ (M&E), Finance Department, iDE UK, and iDE Canada on new funding opportunities.
- Identify, research, vet and share funding opportunities with assigned country programs, TIG, Global Supply, iQ, iDE Canada and iDE UK.
- Manage and write proposals. Efforts include, but are not limited to:
  - Conducting pre-bid research and preparation
  - Managing the Go/No-Go decision process
  - Facilitating project design process
  - Managing partner negotiations and relationship management
  - Drafting and finalizing content for technical and financial proposals, including budgets
  - Editing and formatting
  - Submitting concept notes and proposals
  - Preparing supporting documents including capability statements, CVs, and past performance references.
- Support knowledge management efforts through
  - Effectively using Salesforce for data management
  - Maintaining document storage platforms
  - Locating and disseminating information
  - Designing and updating communication/marketing materials such as position papers, presentations, etc.
- Identify, prepare for and attend conferences, as needed.
- Translate documents (if applicable)
- Support strategy development, including researching sector trends, donor priorities, etc.

- Interact with country programs on a regular basis and provide support on opportunities at the prospecting, proposal submitted, contract pending and won stages.
- Prepare reports on opportunities as needed for Board of Directors meetings (Finance Committee, Program Committee and Board Book).
- Other business development tasks as assigned.

### **Project Management**

- Serve as primary point of contact within headquarters for assigned country programs. Interact with assigned Country Directors, the Technology and Innovation Group (TIG), Global Supply, iQ (M&E), Finance, iDE UK, and iDE Canada on project management issues.
- Serve as key compliance officer for each award he/she is assigned to.
- Coordinate closely with the Finance Department, especially with the regional accounting managers as well as the Controller to ensure strong financial management.
- Key project management functions may include start up, monitoring performance under the award, coordination with subs/primes, knowledge management, communications liaison, and close down.
- Other project management tasks as assigned.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Other duties as assigned

### **SUPERVISORY RESPONSIBILITIES**

- One or more Business Development Associates
- One or more Business Development Interns

### **GENERAL REQUIREMENTS**

- Excellent writing, editing and formatting skills. Strong technical writing ability a plus.
- Fluent in English. Foreign language favorable (French, Spanish, Portuguese, Khmer, Nepali, Vietnamese, Bengali)
- 3 - 8 years Multilateral and bilateral grant and proposal writing experience required
- Project design experience and understanding of monitoring and evaluation a strong plus
- Experience designing project budgets a plus
- BA/BS required, MA/MS preferred in international development, social sciences, journalism, or a related field. Equivalent work experience will be considered in place of specific degree.
- Experience conducting internet research
- Skilled in MS Word, Excel, and PowerPoint; Salesforce and project management software a plus
- Self-motivated and able to work with minimal guidance
- Highly organized and capable of multi-tasking
- Experience working in fast-paced environment and across many time zones.
- Strong ability to meet deadlines
- Highly detail-oriented
- Excellent problem solving ability
- Can-do attitude
- Excellent verbal, intercultural and interpersonal communication skills
- Strong team skills and ability to work collaboratively with culturally diverse team members in a multi-lingual environment
- Enthusiastic with a sincere interest in the goals of the organization

### **LANGUAGE/MATHEMATICAL AND REASONING SKILLS**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations, write reports, business correspondence, and procedure manuals, to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

None

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; sit; and use hands to finger, handle, or feel. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

#### **OTHER**

- Equipment used: all office equipment
- Access stairs, elevator
- International Travel
- Variable Work Hours/Shifts