



C/O Port Workspaces
344 Thomas L Berkley Way
Oakland, CA 94612
+1.510.891.8700
www.asylumaccess.org

Innovative Human Rights NGO Seeks Associate Director of Operations

About Us

Asylum Access is a leading global refugee human rights organization. Headquartered in Oakland, California with substantial operations in three countries plus partnerships in additional countries across Africa, Asia, and Latin America, Asylum Access works to make human rights a reality for refugees.

Our unique combination of policy advocacy and legal empowerment creates conditions in which refugees can live safely, move freely and work legally. By supporting refugees to affirm their rights, we put power and agency back into their hands. Our work transforms the traditional approach of endless humanitarian handouts to a sustainable solution that restores refugees' freedom, dignity and autonomy, and empowers them to make choices about their own lives.

Asylum Access believes all refugees deserve a fair chance at a new life. All over the world, we challenge barriers that keep refugees from living safely, moving freely, working and attending school – because when refugees can rebuild their lives, communities thrive.

Department Description

The Operations Department at Asylum Access ensures that teams worldwide have the resources, tools, and assistance they need to effectively realize Asylum Access's goals and vision. This includes oversight of a wide variety of functional areas, including systems and technology, monitoring and evaluation, planning and learning, human resources, risk management, and organizational structure. In all of these areas and in our day-to-day work, we embed Asylum Access's values in the processes we create and ensure that the organization is equipped to achieve impact on personal, community and systemic levels.

Position Description

The Associate Director of Operations serves as a key team member of Asylum Access's global operations, working closely with the Operations Director and HR Manager to provide team members worldwide with aid, tools and resources. Their activities span functional areas, working closely with senior colleagues org-wide and proactively building networks that allow for information exchanging, learning, and improved strategy. This position reports to the Operations Director.

Key Responsibilities

- *Act as a liaison between operations and programs, working directly with national operation and global programs managers to develop organizational strategy and assist with national-level planning, initiatives and learning. Connect managers to each other and to critical information in ways that empower the work of all of Asylum Access's programs. Gather and synthesize information to inform overall organizational strategy.*
 - *Ensure excellence in monitoring and evaluation processes for national operations, ensuring that they have the information and tools that allow us to monitor progress and gather the impact of our work. Work to entrench national-level theories of change and connect our evaluations of success to these metrics. Where reasonable, oversee the work of dedicated M&E staff, and contribute to grant reporting.*
 - *Own the management and improvement of Asylum Access technical systems, ensuring that resources are aligned with the needs of users and that systems lead to increased efficiency and impact. Proactively identify places where increased capacity is needed and develop and implement plans to address gaps in systems and/or processes.*
 - *In collaboration with the Operations Director, work on answers to emerging questions in organizational strategy and risk management, serving as a thought partner and envisioning new structures and practices.*
 - *Serve as a member of the Global Leadership Team (GLT), providing input into overall organizational strategy.*
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Required Qualifications

- Previous significant work experience at least two of the following areas:
 - Refugee rights, legal empowerment and/or policy advocacy
 - Nonprofit operations and/or human resources
 - Technology systems implementation and management
 - Planning, monitoring, evaluation and learning
 - Organizational structure and risk management
- Demonstrated experience in people management skills
- Systems thinker, with interest in and skill for creating effective processes and tools that empower impact and increase efficiency
- Strong initiative and ability to take ownership of projects, manage multiple deadlines, and work effectively both independently and collaboratively in a team
- Excellent time management and organizational skills
- Flexible, willing to reassess priorities and approaches as necessary in a rapidly evolving organizational context
- Excellent technical skills, with the ability to quickly learn new tools and technologies
- Cultural competence and intelligence, ability to work well in a diverse workforce. Exceptional willingness to ensuring meaningful participation, inclusion and engagement for all team members
- Fluency in Spanish a significant plus

Hours and Location of Work

The Associate Director of Operations is a full-time position based in one of Asylum Access's countries of operation or project areas (Ethiopia, Malaysia, Mexico, and Thailand). Other locations will also be considered. Candidates should be aware that some flexibility regarding working hours is required in order to take out of hours calls and meetings with international colleagues.

Compensation

The position comes with a well-paying nonprofit salary based upon location, and a robust benefits package.



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Application Instructions to Candidates

Please send a resume, cover letter, and brief writing sample in English to apply@asylumaccess.org with the subject title '**Associate Director of Operations**'. In your cover letter, please describe your reasons for applying, relevant qualifications, and how you learned about the position.

Asylum Access is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We value the expertise of those who have experienced displacement, and encourage people with such lived experience to apply.

For more information about our organization, visit www.asylumaccess.org.
