

Program Operations Manager United People Global

Job Open Location: Nigeria

United People Global is hiring for a Program Operations Manager to work on our global initiatives as part of contributing to our mission to build a world with people empowered.

This position involves working exclusively with Konseye: The Mentorship Network, an initiative of the UPG Community (www.konseye.org). This role is ideal for a highly organized, strategic, and detail-oriented professional with a strong background in program operations, community engagement, project management, and systems management and is looking for an opportunity to help build a global mentorship network. Success in this role requires a collaborative mindset and a proactive approach to advancing the organization's goals.

About Konseye: The Mentorship Network

Konseye is a global initiative dedicated to fostering mentorship, leadership development, and strategic networking for professionals. As we expand, we seek a proactive and resourceful individual to ensure the seamless execution of our programs and drive operational excellence.

Reporting Structure

The Program Operations Manager reports directly to the Founder and Executive Director of Konseye: The Mentorship Network and collaborates closely with team members on key initiatives.

We welcome candidates who meet the qualification requirements and are:

- Ability to work in ambiguous settings, especially in start-up mode.
- Proactive go-getters, builders, and self-motivators.
- Collaborative and team-focused.
- Performance and result oriented.
- Driven by curiosity and creativity.
- A strong commitment to supporting others and easing the workload of the team and Founder.
- Able to take initiative, anticipate needs, and proactively contribute beyond assigned tasks without waiting for direction.

This role comes with the following benefits:

- The role is a paid contractor role affording flexible working hours.
- Professional growth: add experiences and exposure to your CV that strengthens your professional profile in your chosen domain.
- Network: strengthen your professional and personal networks - be part of an international network and a community that spans across world regions.
- Purpose: there is the possibility to lead or participate in activities that are meaningful to you.
- Remote working.
- Part time or Full time.
- A diverse range of professional and functional experiences.

- Additional benefits are shared with the successful candidate.

Job Description

The Program Operations Manager will support the organization's Founder and Executive Director in her functions including carrying out high-level program development, communication, content-creation, management, and organizational leadership.

Key Responsibilities

1. Program Operations & Execution

- Oversee the daily Konseye's operations ensuring smooth and effective implementation.
- Develop and optimize workflows, processes, and systems to improve program delivery and efficiency.
- Establish performance tracking mechanisms, analyze program data, and generate reports to assess impact.
- Supervise the work of volunteers, interns, and external collaborators to ensure program objectives are met.
- Support the Founder and Executive Director in executing strategic initiatives to scale and enhance Konseye's impact.

2. Community Engagement & Membership Growth

- Develop and implement engagement strategies to increase mentor and member participation in the network.
- Coordinate onboarding processes for new members, ensuring a seamless integration into the community.
- Foster strong relationships with stakeholders, including mentors, members of Konseye: The Mentorship Network, and strategic partners.
- Track engagement metrics and use insights to refine community-building efforts.

3. Process & Systems Management

- Establish and maintain program documentation, standard operating procedures, and databases to enhance efficiency.
- Utilize project management tools (e.g., Asana, Notion, Slack) to streamline workflows and ensure timely execution of initiatives.
- Support financial and administrative processes, including budgeting, expense tracking, and resource allocation.
- Conduct basic website maintenance and back-end updates on a website-building platform like Wix, to update content, manage site performance, add new features like forms, membership areas, and integrations, and ensure platform functionality.
- Engage with relevant customer service platforms to troubleshoot functionality issues.

4. Communication & Content Support

- Oversee internal and external communications related to Konseye's programs and initiatives.
- Assist in developing content for newsletters, program updates, and community announcements.
- Collaborate with community managers, and any other team members to ensure program visibility and engagement across digital platforms.
- Content creation, design of programmatic content and schedules using design tools such as Canva or Adobe Express

5. Additional Support & Special Projects

- Diligently perform other tasks and projects assigned by the Executive Director/Founder, ensuring flexibility in supporting the organization's evolving needs.

Qualifications and Requirements

- Bachelor's degree and/or certification in Business Administration, Nonprofit Management, Project Management or a related field. A graduate degree is an asset.
- Minimum 3 years of experience in program operations, project management, community engagement, or a related field.
- Proven ability to develop and implement operational systems, processes, and workflows to support program efficiency.
- Strong project management skills, with experience using tools like Asana, Slack, Notion, or Trello an asset.
- Assist with financial and administrative processes, including budgeting, expense tracking, and resource allocation.
- Excellent organizational and problem-solving abilities, with a keen attention to detail.
- Experience managing stakeholder relationships, partnerships, and community engagement.
- Strong communication and writing skills, with the ability to craft reports, program updates, and internal documentation.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint); experience with data management and analytics tools is a plus.
- Self-motivated, adaptable, and able to work in a fast-paced, remote environment.
- Passion for mentorship, leadership development, and advancing equity in professional growth.
- A basic to intermediate level of technological proficiency is required.

Location: The role is remote.

Duration: Initial 6-month contractor/collaborator contract, with potential for extension based on performance and budget.

Remuneration: This role is paid competitively.

Application deadline: Application is on a rolling basis until the position is filled. Apply as soon as possible.

How to Apply: Please submit resume your resume and cover letter indicating your motivation for applying to this specific role on the portal. If you have any questions, contact ourpeople@unitedpeople.global.