



Job Title: Operations Manager

Location: Amman

Department: Partnerships and Resource Mobilization, Fundraising Team

Reporting: to Director of Partnerships and Resource Mobilization

About Taawon:

Taawon's founding vision is to promote the steadfastness of the Palestinian people on their land, and has been pursuing this in humanitarian aid, orphan care, education, healthcare, community development, culture, and key economic sectors since 1983. As one of the largest and most respected Palestinian charities, Taawon is responding to the historic challenge facing the Palestinian people by expanding dramatically its relief and development programs in Gaza, the West Bank including Jerusalem, and Lebanon.

About the Role:

The Operations Manager will lead and optimize the operations of the Partnerships and Resource Mobilization unit. This is a critical role for a practical thinker with an unwavering commitment to our mission, operational excellence, and the ability to build strong, enduring partnerships.

Key Responsibilities:

1. **CRM & Data Management:** Oversee and improve the CRM systems to ensure accurate donor data, efficient workflows, and seamless reporting.
2. **Contract Lifecycle Management:** Streamline and manage contracts with donors, partners, and vendors from initiation to closure.
3. **Post-Donation Stewardship:** Build and execute top-tier processes for donor acknowledgments, reporting, and engagement to strengthen long-term relationships.
4. **Regranting Processes:** Supervise regranteeing workflows with partner charities, ensuring compliance, impact tracking, and alignment with our mission.
5. **Fiscal Sponsor Management:** Coordinate with fiscal sponsors to ensure seamless management of balances, transfer requests, and regulatory compliance.
6. **Legal Entity Establishment:** Spearhead the creation of new legal entities for the organization, ensuring full compliance with local and international laws.

Requirements:



- **Languages:** Native-level fluency in both Arabic and English, with very strong verbal and written communication skills.
- **Experience:** Proven track record of 5 years in operations, ideally in the nonprofit or social impact sector.
- **Education:** Master's degree.
- **Attention to Detail:** A relentless dedication to process optimization, documentation, and efficiency.
- **Tech-Savvy:** Strong familiarity with CRM tools, data systems, and contract management software.
- **Commitment:** Deep alignment with and passion for the charity's cause and detailed knowledge of the history of Palestinians as well as a nuanced understanding of their present situation.