



Administrative Manager Job Description // Full Time Position

This is a full-time position. The goal of this position is to oversee our current admin team in their day-to-day work to support and lead the strategy of Exile International's US operations.

Management and Strategic Planning

- Oversee the collaborative processes of daily US operations to support the short and long-term strategic vision and tactical plans to accomplish Exile's mission — empowering children of war to become leaders for peace
- Provide strategic support and leadership to domestic partners
- Provide support and leadership to the Executive Team, fulfilling various administrative and management needs
- Develop and maintain strong partnerships with relevant domestic organizations and stakeholders
- Collaborate with domestic partners in planning and implementing of strategic goals to further the success of Exile's mission
- Any other job-related request of the Board and Executive Team

Organizational Development, Human Resources, and Leadership

- Provide ongoing support for domestic staff — empowering teammates to succeed in their roles
- Oversee the strategic management of two members of the admin team, including performance management and reviews for direct report staff alongside Co-CEOs.
- Oversee the planning and co-leading weekly Leadership Meetings with Co-CEO(s)
- Provide support to Co-CEOs relative to employee relations, legal compliance, the implementation of best practices, and, to a lesser extent, compensation and benefits
- Work with Co-CEOs in leading the US Team in a staffing plan that includes appropriate training and professional development
- Work with Executive Team in shaping and maintaining a healthy organizational culture and structure as the organization grows and evolves
- Evaluate and strengthen internal policies, procedures, and processes alongside co-CEOs
- Offer support to compensation and benefits programs as appropriate

Information, Technology Systems, and Creative/Marketing

- Support campaigns and marketing through accountability systems to keep marketing and digital campaign strategies on point.
- Overseeing the marketing support and act as communications lead with partners, potential partners, or collaborations — delegating as needed to the Admin Team

Organizational Operations:

- Design and improve the systems, workflows, and processes that support the organizational operations as we grow.
- Manage organizational technology, software subscriptions, vendors, and workplace operations, ensuring staff have the tools and support they need to succeed.
- Partner with leaders across the organization to implement operational improvements, solve problems, and build systems that support long-term growth.



People and Human Resources

- Lead day-to-day people operations, including recruiting coordination, onboarding, offboarding, benefits administration, and employee records.
- Maintain, improve and in some cases create HR policies, documentation and internal resources, including the employee handbook and job descriptions.
- Support managers and staff on HR processes while helping foster a collaborative, inclusive, and high-performing workplace.
- Coordinate performance review cycles and help ensure compliance with employment policies and expectations

Strategic Leadership and Community Engagement

- Represent TCBA to the community, funders, members, and government officials, and attend relevant conferences and meetings.
- Provide staff support to the Board and help ensure that it works in an efficient and effective manner.
- Take the lead in ensuring strategic goals, policies, procedures, and rhythms are carried out
- Work with the Board to ensure they are informed of important activities and that logistics of board meetings and retreats are set in place.

General Job Requirements

- Lead logistics in coordinating and ensuring deadlines and strategies are fulfilled under the US Operations umbrella.
- Provide support to Exile's strategy, mission, and vision through meeting goals and objectives as stated above.
- Provide leadership of the daily US office operations of Exile's domestic teams.
- Coordinate and serve as lead logistics communicator with the Board of Directors, as directed by the Executive Team, to provide progress updates to operations related to mission directives.
- Share on behalf of Exile at churches, schools, fundraising events, etc., as needed
- Return all emails within 48 hours from the date they are received. Return internal team emails within 24 hours of receipt.