

Job Title: Operations Manager

Location: Remote (with preference for Kenya, Malawi, Nigeria, Zimbabwe)

Reports to: Head of Operations | Type: Full-time

About Equinexus

Equinexus Partners is a strategy, diagnostics and institutional transformation firm working with leaders and organisations navigating complexity, transition and change. We partner with institutions as they strengthen the way they lead, decide and work together, especially in moments where pressure exposes misalignment.

Most teams are not struggling because they lack strategy; they are struggling because governance, culture, leadership and decision-making are out of sync. When these systems fall out of alignment, trust erodes, conflict grows, decisions slow down and performance becomes inconsistent.

Our work helps leaders understand what is actually blocking alignment, address issues that are often avoided or minimised, and rebuild the clarity and cohesion required to deliver results.

Alongside our institutional work, we strengthen leadership from the inside out through our signature approach to identity, emotional maturity and power-aware leadership. We help leaders hold their roles with greater clarity, responsibility and steadiness.

We advance this through four interconnected practices:

- Diagnostics that help institutions recognise what shapes their outcomes, including what is not yet visible to them.
- Advisory, supporting leaders to respond to what has been discovered and rebuild from what is true.
- Depthwork Institute, developing the leadership, relational and institutional capacities required to sustain transformation.
- Nexus Exchange, convening spaces for collective learning, research, dialogue and collaboration across sectors and institutions.

We are a remote-first, multi-country organisation, currently operating across Kenya, Zimbabwe, the UK, and beyond. Our work is relational, reflective, courageous, and grounded in high craftsmanship.

Role Purpose

The Operations Manager owns the effective day-to-day running of Equinexus. This is a hands-on operational leadership role, not a strategic executive position, and it carries full accountability for how HR, client operations, systems administration, and internal operations function every day. It offers genuine ownership and growth for an experienced operations professional who takes pride in running excellent, reliable systems.

The Operations Manager is the operational engine of Equinexus, ensuring that the organisation runs smoothly, efficiently, and to a high standard so that the Head of Operations and leadership team can focus on strategic priorities. This role brings together

end-to-end human resources management, day-to-day operations leadership, client operations management, and systems administration into one accountable, proactive, and systems-oriented position.

This is a management role, not an administrative support role. The Operations Manager owns outcomes across the full operations remit, builds and runs organisational systems, and ensures nothing falls through the cracks. This role is ideal for an experienced operations professional with thorough, end-to-end HR expertise, who is highly organised, detail-oriented, and emotionally intelligent, and who is energised by managing the day-to-day of a fast-growing, multi-country organisation.

The Operations Manager will report to the Head of Operations, who provides strategic direction and oversight, while independently managing the day-to-day execution of HR, operations, client operations, and systems administration across the organisation.

Equinexus is a fast-growing organisation at an exciting inflexion point, and this role requires an experienced operator who is a quick thinker and quick doer, comfortable managing a broad and evolving remit with real autonomy, and genuinely energised by continuous learning in a dynamic, multi-country environment.

Core Responsibilities

1. Human Resources Management

- a. Own the full employee and contractor lifecycle end-to-end, from recruitment and hiring through onboarding, performance management, and offboarding, across all Equinexus geographies.
- b. Lead recruitment processes, including coordinating candidate scheduling, preparing interview materials, collecting feedback, and managing offer and contract documentation.
- c. Design, implement, and maintain HR policies, contracts, and compliance documentation appropriate to each country Equinexus operates in, ensuring nothing is missed.
- d. Manage performance management processes end-to-end, including scheduling reviews, preparing templates, tracking completion, and following up on outcomes.
- e. Process leave requests, manage payroll-related HR administration, and maintain accurate employee records and leave tracking.
- f. Own offboarding processes when staff or contractors depart, ensuring proper handovers, system access revocation, exit documentation, and final payments.
- g. Serve as the first point of contact for day-to-day employee relations matters, escalating appropriately to the Head of Operations where needed.

2. Day-to-Day Operations Management

- a. Own the day-to-day operating rhythm of Equinexus, ensuring that priorities, deadlines, and deliverables across the organisation are tracked and met.

- b. Manage operational communications and information flow across the organisation, keeping the Head of Operations and leadership informed of key developments.
- c. Lead the execution of operational initiatives, including system implementations, process improvements, and organisational projects, from planning through delivery.
- d. Coordinate cross-functional meetings and initiatives, capturing key decisions and action items, and driving follow-through to completion.
- e. Manage organisational purchases, vendor relationships, and procurement, including research, vendor selection, and tracking for supplies, equipment, software subscriptions, and services.
- f. Maintain and continuously improve tracking systems for operational priorities, initiatives, and deliverables across the organisation.

3. Client Operations Management

- a. Provide operational support to the delivery team for in-person client engagements, including venue sourcing, travel and accommodation logistics, materials, equipment, and on-the-ground coordination.
- b. Plan and coordinate logistics for Equinexus-organised client programmes and cohort events (e.g., Depthwork® launches, cohort convenings, retreats), from venue and vendor arrangements through on-site execution.
- c. Coordinate across diagnostics, facilitation, advisory, and delivery teams to ensure they have what they need operationally ahead of and during in-person delivery.
- d. Manage vendor and supplier relationships specific to in-person delivery, including venues, catering, transport, printing, and equipment hire, ensuring quality and cost-effectiveness.
- e. Track logistics timelines and dependencies for upcoming in-person programmes and client engagements, flagging risks and coordinating solutions ahead of each event.

4. Systems Administration

- a. Own and administer all organisational tools and platforms end-to-end, including collaboration tools (Google Workspace, Slack, Asana, Zoom), internal diagnostic platforms (e.g., SIGHTLINE, GROVE, the Leadership Coherence Suite™ Platform), and any other software used across the organisation.
- b. Manage user accounts, permissions, and access controls across all systems and platforms, ensuring timely and appropriate provisioning and deprovisioning.
- c. Manage software subscriptions and licensing across all tools and platforms, reviewing usage regularly to ensure cost-effectiveness.
- d. Serve as the first point of contact for platform and tool issues, troubleshooting where possible and liaising with vendors or technical support where needed.
- e. Set up and administer systems and tools for new starters and departing staff, coordinating with vendors where needed.

- f. Identify opportunities for workflow automation and systems integration to improve operational efficiency across tools and platforms.

Must-Have Experience & Skills

- At least 6 years of progressive operations experience, including at least 3 years in a management role owning HR and operations end to end.
- Thorough, end-to-end human resources experience and a relevant HR qualification (e.g., CIPD, CIPM Nigeria, IHRM Kenya, IPMZ Zimbabwe, or the equivalent professional HR body in your country), including recruitment, onboarding, performance management, offboarding, and HR compliance.
- Demonstrated ability to independently manage the day-to-day operations of an organisation, with minimal oversight.
- Experience managing financial administration, expense tracking, and bookkeeping in coordination with finance teams.
- Proven ability to design, implement, and maintain organisational systems, processes, and documentation from the ground up.
- Experience managing client operations or client-facing delivery logistics in a professional services or consulting context.
- Experience administering organisational systems and tools (e.g., Google Workspace, Slack, Asana, Zoom) with strong technical proficiency.
- Strong project and vendor coordination capabilities with a track record of managing multiple priorities and stakeholders simultaneously.
- Experience working in fast-paced, multi-country environments requiring adaptability and strong judgment.
- Exceptionally organised with meticulous attention to detail and the ability to maintain accuracy under pressure.
- Strong business judgment and discretion in handling confidential HR and organisational information.
- Reliable and thorough, with the ability to make sound decisions independently, escalate well when needed, and maintain quality across a varied workload.

Nice-to-Have Experience

- Exposure to UK compliance, client reporting requirements, or global organisational structures.
- Experience with HRIS and finance tools (e.g., Sage HR, QuickBooks, Xero).
- Prior people management experience, including line management of junior staff.
- Background in leadership development, facilitation, coaching, or equity-centred work.
- Experience working in a consulting, advisory, or multinational organisation.

Personal Attributes: Who Thrives at Equinexus (Our DNA)

- Entrepreneurial & proactive, enjoys building, iterating, and navigating ambiguity.
- Values-led, grounded in equity, wholeness, healing, and justice.
- Systemic thinker, sees patterns, designs structure, and connects dots.

- Brings care, emotional intelligence, and relational clarity, including in managing people and vendors.
- Reflective & self-aware, committed to growth, learning, and embodiment.
- Afro-rooted or Afro-appreciative, comfortable engaging with African epistemologies, leadership practices, and cultural contexts.
- Collaborative & relational, builds trust across borders and identities.
- Flexible & adaptive, able to navigate a geographically diverse and evolving organisation.
- Calm, steady, and solutions-oriented, able to lead through complexity with presence and grace.

How We Work (Equinexus Ways of Being)

At Equinexus, our ways of working honour:

- Equity, we build fair, power-aware, and inclusive structures.
- Wholeness, we bring our full humanity and honour the humanity of others.
- Healing-Informed Leadership: We lead with care, boundaries, and courage.
- Craftsmanship, we strive for depth, intentionality, and excellence.
- Reflection allows us to pause, learn, and refine our practice.
- Courage, we embrace truth, experimentation, and bold ideas.
- Ubuntu: we succeed together, honour relational interdependence, and build across differences.

Working Realities & Flexibility

Because we work across geographies and diverse contexts, we require:

- Flexibility with meeting times across time zones
- Occasional early morning or evening collaboration where necessary
- Adaptability to shifting regional or project needs
- Comfort with remote work, asynchronous communication, and digital collaboration tools

How to Apply

Please submit:

1. Your CV
2. A cover letter (1 page) that speaks to:
 - Your alignment with our mission and values
 - Your experience and its relevance to the role

Send your application to: hr@equinexuspartners.com

Shortlisted candidates will be invited into a multi-step process that reflects our values, including being relational, reflective, and grounded in equity.