



Job Description

Job Title:	Operations Support Officer
Department:	Pakistan Support Hub
Reports to:	Support Hub Manager
Location:	Islamabad
Contract Type:	Contractual/Annual
Salary Range:	PKR. 110,000/- to PKR. 150,000/-
Purpose	We are looking for an Operations Support Officer to support the Operations Manager in coordinating day-to-day workflows across teams. The role will focus on task management, follow-ups, meeting coordination, and supporting HR-related processes to help ensure work progresses smoothly and agreed actions are completed on time.
Main Responsibilities	• Support the Operations Manager in coordinating day-to-day workflows across teams. • Coordinate meetings, take minutes, and record agreed actions and deadlines. • Create and maintain tasks on Asana, including responsibilities, deadlines, and progress updates. • Track agreed actions and follow up with teams to ensure timely completion. • Coordinate between teams and flag delays or workflow issues to the Operations Manager. • Support HR-related matters, including recruitment, onboarding, and staff documentation. • Maintain clear records of key actions, follow-ups, and operational updates.
Required Qualification, Experience and Skills:	• Strong organisational and coordination skills. • Good communication and follow-up skills. • Ability to manage multiple tasks and deadlines. • Strong attention to detail. • Comfortable using Asana and Microsoft Office. • Bachelor's degree in Business Administration, Management, Human Resources, or a related field. • Minimum 3 years of relevant experience in operations, project coordination, HR support, or a similar role. • Experience using task or project management systems, preferably Asana. • Experience working in an NGO, charity, or development organization would be an advantage.