



The Operations  
Partnership



Our vision

A world where all actors in the humanitarian and development sector have the best people and most efficient and effective operating models to deliver their services.

[www.theoperationspartnership.com](http://www.theoperationspartnership.com)

# About us

**The Operations Partnership** is an international profit with purpose consultancy providing experts and consulting services for the development and humanitarian sector in Organisational Development, Organisational Resilience, Operations Management and Humanitarian Response. We have a particular focus on providing support and advice for development and humanitarian organisations to help them develop organisational strategies and support them in making business functions as efficient and effective as possible to ensure timely delivery of services.

## Our experience

The OP's team of professional sector experts has years of proven experience in leading and delivering emergency responses, organisational development and capacity building initiatives, for organisations including Médecins Sans Frontières, the Norwegian Refugee Council, Oxfam, Save the Children,

the Red Cross, the United Nations Children's Emergency Fund, the UK Department for International Development, Morgan McKinley and Accenture. Our work with a variety of clients and projects has led to in-depth and increasing knowledge for future solutions.

**“Every manager will tell you that managing human resources is complex – you need a good team to achieve your vision.”**

**Yves-Kim Créac'h**, Associate Director, The Operations Partnership

# Organisational Development

We provide business consultancy services with a difference. We bring a unique blend: the best of corporate practice with depth of sector knowledge and experience.

**Partnership Model:** Handicap International, Doctors of the World France, Première Urgence Internationale, Solidarités International (DIORU).

Supported a consortium of French NGOs to establish models for a long-term partnership framework for responding to emergencies, developing past experiences into a structured, predictable and framed approach.

**Strategy Development:** Iraq Cash Consortium, Mercy Corp. Supported the Iraq Cash Consortium in developing its three year vision to be a leading national and global cash actor that supports the ability of vulnerable, conflict-affected people to cope and recover from shocks, and influences national and global policies regarding the use of cash-based interventions in conflict contexts. With desk reviews, consultation workshops and final product including an operational theory of changes.

**Operating Model:** Save the Children International. Supported Save the Children International to develop a standardised Country Office Operating Model Guide to enable country offices to design, manage and maintain fit-for-purpose programming. The guide was designed as a set of tools for Country Directors and SMTs when solving problems with their structures and ways of working.

**Remote Management Solutions:** Global Health Cluster, Relief International, Save the Children, Oxfam GB. Development of Remote Management Frameworks and Alternative Operating Procedures (AOPs) to support operational analysis, operational decision-making, and project cycle management in insecure and access constrained contexts. Conceiving solutions for challenges generated by operating in remote contexts, through the development of guidance, severity risk rating as well as operational tools, articulated with accountability framework and embedded into agencies organisational systems.

**Leadership Development:** Norwegian Refugee Council. Developed and delivered bespoke mid-management Leadership Management Programme for 150 staff in the Jordan Country Office. The programme combined face to face and online learning using the Humanitarian Leadership Academy's Kaya Platform and mentoring to develop leadership skills.

# Organisational Resilience

We provide interim management solutions, coaching and mentoring.

**Director of Global Impact and Resourcing for HelpAge International.** Managing Regional Directors, Head of Global Technical Unit, Head of the Humanitarian Team and the Strategic Accounts Manager. Key areas of focus included resource development, guidance on the development of crisis management team procedures and security management.

**Interim Logistics Manager for Save the Children International.** Provided interim logistics management for the response to refugees crossing from Libya to Italy setting up logistics support for the establishment of a rescue ship.

# Operations Management

We know that organisations often require external technical capacity and support. We provide this through our teams and extensive database of experts.

**Assessment of global call for proposals: Royal Netherlands Ministry of Foreign Affairs.** Provided a team of consultants to the Royal Netherlands MoFA to review, assess and score NGO proposals submitted to the Addressing Root Cause (ARC) Fund 2016–2020 and Mine Action and Cluster Munition Programme 2016- 2020.

**Monitoring and Evaluation Plan: ALERT (through HelpAge International).** Development of a Monitoring and Evaluation Plan for the ALERT platform project on emergency preparedness. The MEL plan was designed based upon latest principles set out by humanitarian policies (CHS, Grand Bargain).

**Security Advisory Support: Lessons For Life Foundation.** Provided situational analysis, risk assessment and crisis management support for Lessons for Life board visit to Uganda.

**Diagnostic of Practice: Lebanon Cash Consortium/Save the Children.** Review and diagnostic of LCC practices (2 years' of programme implementation data), focused on inactive and closed cases. Analysis of cash protocols between involved parties (eg. NGOs, UN and Donors). Data review, field interviews, cross referencing of data and final recommendations.

# Humanitarian Response

We are able to offer support to humanitarian response organisations through our database of humanitarian experts in the early stages of an emergency. We are also able to directly manage operational support for organisations.

## **Senior Humanitarian & Stabilisation**

**Consultant: Crown Agents.** Supporting Crown Agents to establish Humanitarian Supply Chain operations in response to the critical humanitarian situation in Northern Nigeria.

## **Strategy for Humanitarian Capacity**

**Building: Save the Children UK.**

Development of the Humanitarian Capacity Building strategy, including; consultation, secondary data review, stakeholder analysis, donor mapping, budget and work plan.

## **Head of Humanitarian for HelpAge**

**International.** Provided management of Humanitarian Team and two DEPP projects (ADCAP and ALERT), initiated and led on responses to emergencies in Yemen and East Africa Crisis and revised the Emergency Framework and ways of working for the humanitarian emergencies across the organisations.

## Our unique offer

From strategic planning and advice, organisational change and project management, to delivering the right people at the right time, we will ensure that your organisation can meet the changing demands in today's fast-paced world. At the same time, we incorporate business approaches that will help drive effectiveness, efficiency, competitiveness and relevance.

The OP provides value for money, saving you time and reducing your workloads to enable you to deliver your goals. We use organisational development methodologies and approaches that are

specifically tailored to the sector.

We understand that the sector's mission, culture and ways of working are distinct.

Our team approach provides you with:

- Combined technical expertise
- Knowledge and learning
- Cost efficient solutions

We provide a project team of experts supported by a large pool of consultants with key technical skills and knowledge from across the globe. The team apply their wealth of learning and knowledge offering you organisational depth as well as project focus. We offer complete solutions.

# Our clients

“Bespoke, high quality support that exceeded my expectations. The Directors team were all impressed by the level of output and the professionalism.”

**Justin Derbyshire**, CEO, HelpAge International

“The OP team did an excellent job in a very short timeframe. They were professional, constructive, pragmatic and with a sense of humour despite the pressure they were under. They were a pleasure to work with and the quality of their product did not disappoint. Highly recommended!”

**Raquel Moreno**, Chief of Party - Lebanon Cash Consortium, Save the Children, Lebanon

“High quality analysis and experienced facilitation around how we can improve our work.”

**Paul Rees-Thomas**, Deputy Director Health and Nutrition Global Theme, Save the Children International

“I just wanted to thank The Operations Partnership once again for the great training.”

**Sherine Zaghaw**, Regional Director for the Middle East, Relief International, Jordan

“The Operations Partnership provided unique expertise and technical capability around risk in remote context, not currently possessed within OXFAM GB. The framework that the OP produced was sophisticated and comprehensive. The OP team were good to work with, were flexible, accommodating and professional, and certainly added value.”

**David Hockaday**, Manager, Programme Oversight Team, International Programmes Team, OXFAM Great Britain

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