

JOB DESCRIPTION

Job title:	Operations Officer	Location:	Maputo
Department:	Management	Length of contract:	Indefinite
Role type:	National	Grade:	7
Travel involved:	Yes	Child safeguarding level:	3
Reporting to:	Line manager: Country Programmes Manager	Direct reports:	Admin Assistant, Office Assistant Driver Maputo, Outsourced IT
	Dotted line manager:		
	None		

Organisational background

Established in 2003, Malaria Consortium is one of the world's leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

Country and project background

Malaria Consortium began working in Mozambique in 2005, supporting the development of distribution systems for long lasting insecticidal nets in the country. Our work grew from there to focus on public health communications that sought to increase malaria awareness and preventive behaviours, particularly among school children and teachers. Using malaria as an entry point, we expanded into integrated community health projects that focused on diagnosing and treating the most common childhood illnesses – mainly malaria, pneumonia and diarrhoea. Throughout, we have

consistently strived to integrate our work into government-led health programmes and ensure sustainability.

Malaria Consortium Mozambique has 4 operating offices, located in Maputo (Head Office), Inhambane, Cabo Delgado and Nampula, with allocated projects and moving soon into Sofala, Manica, Zambezia, Maputo City and Province. These projects range from national level policy support to direct implementation of control programmes for malaria, tuberculosis, diarrhoea diseases and neglected tropical diseases.

Job purpose

The Operations Officer with oversight of the Country Programme Manager ensures the smooth running of the country office and the provision of operational support to all Malaria Consortium programmes and projects in country.

Scope of work

The Operations Officer will lead on operational and logistics support in terms of procurement, fleet management, asset management, office management, events coordination, travel support and consultancy sourcing and tracking

Key working relationships

The position holder will work closely with the Country Programmes Manager (CPM) under their guidance to achieve the accountabilities of the role.

Key accountabilities

Facility Management (20%)

- Ensure the efficient running of the Maputo office, including ensuring office supplies, consumables and utilities are available and managed in a cost efficient manner
- Working with the Country Director and Country Programmes Manager, ensure that the Maputo office compound is secure at all times
- Working closely with the CPM to manage all Malaria Consortium Mozambique assets, ensuring they are recorded, monitored, repaired and disposed of as per Malaria Consortium policies, and the monthly and annual checks and quarterly
- Working closely with the CPM to manage IT support to Malaria Consortium Mozambique through external service providers, ensuring all IT equipment is maintained in a cost effective and timely manner
- Provide accurate quantification and costs related to facility management, office setup and fleet management input into new proposal budgets
- Provide quarterly asset and office running costs reports, with analysis and recommendations, to the Country Programme Manager

Travel (15%)

- Manage all national and international (via the global agent) flight bookings
- Coordinate all Maputo hotel bookings, airport pickups and drop-offs and taxi hire

- Provide logistics advice to project managers in designing and organising Maputo workshops/conferences, and procure suitable facilities for the workshop/conference following Malaria Consortiums standard procurement processes
- Maintain an updated tracker of events and travels itineraries to ensure proper delivery and satisfaction of service to country office staff, visitors and events as required by MC projects

Procurement (40%)

- Ensuring all procurements are managed appropriately and deliver best value for money to the organisation
- Finalise and maintain the Country Procurement Strategy and setup and manage all Framework Agreements and Prequalified Suppliers as per the Malaria Consortium standard procurement process, ensuring value for money for Malaria Consortium
- Ensuring correct and complete procurement documentation is compliant with Malaria Consortium and donor rules.
- Working closely with the CPM to manage procurement of Maputo office supplies and services procurement, as well as all provincial procurement required to be sourced in Maputo
- Working closely with the CPM to ensure all tenders for Malaria Consortium Mozambique are carried out as per the procurement policy and donor requirements
- Develop and maintaining strong and effective relationships with service providers including hotels, car hire services, travel agencies, immigration, etc Periodic market survey to ensure reasonable cost of services
- Be the operations focal point on procurement review committees (PRC), presenting all procurements to the committee and minuting all PRC meetings
- Establish and ensure delivery of regular procurement reports from all locations in Mozambique to all relevant staff on a weekly basis

Fleet Management (15%)

- Manage the Maputo based driver, including planning the driver roster, driver training as required and performance reviews
- Conduct driving tests for all new Malaria Consortium drivers in Maputo
- Ensure that all drivers have valid driver's licenses and have completed a valid eye test
- Ensure all Malaria Consortium vehicles in Mozambique are registered and have required vehicle insurance
- Ensure logbooks are completed for all trips, with all logbook data for all Malaria Consortium Mozambique vehicles is collated into the Fleet monthly report.
- Provide a quarterly analysis of the fleet report to the Country Programme Manager, including fleet costs analysis, issues and recommended actions for fleet improvements
- Setup and manage all fuel usage and costs for Malaria Consortium Mozambique vehicles
- Source and book rental vehicles, following the Malaria Consortium Procurement Policy, as required to supplement Malaria Consortiums fleet needs

Consultancy database management (10%)

- Tracking contracting of consultants, (time line, reporting, payments) monitoring compliance and timeliness of deliverables.
- Maintain and update the consultancy database informed by feedback
- Oversee call for expression of interest for consultancy database update

Person specification

Qualifications and experience:

Essential

- Degree or similar qualification in Administration, procurement or related field.
- At least 3-5 years' experience working in an operations related role specifically in administration or event management.
- Proven oral and writing skills in English

Desirable:

- Demonstrable passion for Malaria Consortium's mission;
- Strong analytical skills
- Ability to work effectively and sensitively with staff in other locations
- A collaborative and flexible style, with a strong service mentality
- Facilitation and coordination skills

Work-based skills and competencies:

Essential

- Strong analytical skills
- Proven writing skills in English
- Ability to work effectively and sensitively in developing countries
- A collaborative and flexible style, with a strong service mentality
- Good planning and coordination skills

Desirable

- Demonstrable passion for Malaria Consortium's mission; a strategic manager with integrity and a desire to work in a dynamic environment
- Excellent computer skills in Excel and knowledge and use of database tools

Core competencies:
Delivering results
LEVEL B - Takes on pieces of work when required and demonstrates excellent project management skills
<ul style="list-style-type: none"> ✓ Shows a flexible approach to taking on additional work / responsibilities when needed to achieve results ✓ Demonstrates excellent project management skills to agreed timescales (timelines, targets, donor requirements) ✓ Makes clear and timely decisions within remit of own role
Analysis and use of information
LEVEL B - Uses evidence to support work
<ul style="list-style-type: none"> ✓ Identifies and uses various sources of evidence and feedback to support outputs ✓ Uses evidence to evaluate policies, projects and programmes ✓ Identifies links between events and information identifying trends, issues and risks ✓ Ensures systems are in place to address organisation needs
Interpersonal and communications
LEVEL B - Fosters two-way communication
<ul style="list-style-type: none"> ✓ Recalls others' main points and takes them into account in own communication ✓ Checks own understanding of others' communication by asking questions ✓ Maintains constructive, open and consistent communication with others ✓ Resolves minor misunderstandings and conflicts effectively
Collaboration and partnering
LEVEL B - Collaborates effectively across teams
<ul style="list-style-type: none"> ✓ Proactive in providing and seeking support from expert colleagues ✓ Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution ✓ Proactive in building a rapport with a diverse range of people
Leading and motivating people
LEVEL B - Manages own development and seeks opportunities
<ul style="list-style-type: none"> ✓ Actively manages own development and performance positively ✓ Learns lessons from successes and failures ✓ Seeks and explores opportunities within Malaria Consortium which develop skills and expertise
Flexibility/ adaptability
LEVEL B - Remains professional under external pressure
<ul style="list-style-type: none"> ✓ Able to adapt to changing situations effortlessly ✓ Remains constructive and positive under stress and able to tolerate difficult situations and environments ✓ Plans, prioritises and performs tasks well under pressure ✓ Learns from own successes / mistakes
Living the values
LEVEL B - Promotes Malaria Consortium values amongst peers
<ul style="list-style-type: none"> ✓ Shows a readiness to promote Malaria Consortium's values amongst peers ✓ Promotes ethical and professional behaviour in line with Malaria Consortium's values
Strategic planning and thinking and sector awareness
LEVEL A - Manages own workload effectively
<ul style="list-style-type: none"> ✓ Plans and manages own workload effectively ✓ Is familiar with Malaria Consortium's mission and current strategic plan. ✓ Understands own contribution to Malaria Consortium's objectives