

## **JOB DESCRIPTION**

**Job Title:** Operations Coordinator

**Department:** Operations

**Reports To:** Country Director (with technical assistance from Regional Logistics Manager in KLA)

**Direct Reports:** Logistics Manager and HR and Admin Manager

**Indirect Reports:** Logistics Officers, Logistic Assistants, HR Officer, HR Administrator, Drivers, Cleaners, Guards.

### **Organisational Background:**

Malaria Consortium is one of the world's leading non-profit organisations dedicated to the comprehensive control of malaria and other communicable diseases in Africa and Southeast Asia. Malaria Consortium works with communities, government and non-government agencies, academic institutions, and local and international organisations, to ensure good evidence supports delivery of effective services, providing technical support for monitoring and evaluation of programmes and activities for evidence-based decision-making and strategic planning. The organisation works to improve not only the health of the individual, but also the capacity of national health systems, which helps relieve poverty and support improved economic prosperity.

### **Country and Project Background:**

In addition to our malaria control work our five core programmes in South Sudan are; the provision of community level treatment for childhood diseases for diarrhoea, pneumonia and malaria through integrated Community Case Management (iCCM); nutrition for under fives including emergency nutrition and SMART surveys; Health Systems Strengthening including HMIS and IECHC training at County Health Department level; LLIN continuous distribution pilot study and the recently concluded operational research and support for mass drug administration on Neglected Tropical Diseases. We also work with the MoH on policy and guideline development.

We have an office in Juba and a large sub office in Aweil, Northern Bar el Ghazel. Additional project officer closed earlier this year in Upper Nile and Unity States. We have additional programs in Central Equatoria that are run out from the Juba office with frequent travel to Yei. Currently the South Sudan office runs nine grants with approximately 100 staff and has a projected income of £2m for the 2011/12 financial year.

### **Job Purpose:**

The Operations Coordinator (Ops Co) will manage and coordinate the Logistics and Human Resources and Admin departments across South Sudan. The Ops Co will be responsible for security and general coordination of operations functions of Malaria Consortium South Sudan and ensure efficient and timely operational support is provided to the Program staff to implement quality programs. The Ops Co is also responsible to ensure correct records are maintained to allow Finance Department to process payments to time and all auditable documentation is in line with donor requirements, specific to each grant.

The Ops Co is a member of the Country Management Team (CMT); he/she will work closely with the other members of the CMT to achieve the programme's objectives. Ops Co reports to the Country Director and will cover for the CD and take on CD responsibilities in CD's absence.

This position will be based in Juba with regular travel within South Sudan as required.

**Key Accountabilities:**

- **Leadership**

- Implement standard Malaria Consortium Logistics, HR and Security Policies within Malaria Consortium.
- Identify areas of improvement in the organisation of logistics, and work with the CMT and local logistics teams to realise them.

- **Security**

Managing the security of the organisation's staff and assets in accordance with the organisation's Security Policy including ensuring TAF process, communications protocols and field movement SOPs are followed by all staff at all levels.

Specific tasks related to security:

- Develop, review and implement security guidelines, plans and procedures in the country at all field sites including:
  - Update site specific security guidelines for each site each month and submitting to CD for approval;
  - Bi annual review of contingency and evacuation plans and Juba and field level;
- Organisational security focal point in the country (may be delegated to Logistics Manager dependent of security situation and agreement with CD);
- Share relevant sections of UN daily sitreps with field teams;
- Focal point for contextual understanding demanding linking in with national and state networks to gain information;
  - Analysis and selectively share security information, providing relevant details to CD and flagging new or changes in risk levels and suggest needed actions to activity plans;
  - Anticipate future directions and identify trends;
- Ensure all staff have adequate training, understanding and equipment to fulfil their obligations safely. Tasks will including:
  - ensuring Logistics Manager is giving adequate training to drivers / cars fitted with necessary tools / first aid kits;
  - all relevant staff can use HF /VHF radios if needed .
- Ensure security incidents are addressed and reported appropriately and mitigation measures are discussed for future.

As a member of the Senior Management Team play an active role in ensuring that security guidelines are implemented and followed up.

- **Logistics** (through supervision of Logistics Manager)

Provide managerial oversight and guidance to the Logistics function and support the Logistics Manager in the implementation of systems and procedures. Logs Manager is responsible for:

- Procurement: ensure an efficient and transparent procurement system is in place and adhered to in line with Malaria Consortium guidelines and procedures
  - National in country
  - International (through International Procurement Agency)
  - Responsible for signing off on purchase requests and ensuring records are correct
- Fleet management
- Warehouse management
- Base Management: ensure running of organisation's premises (offices and accommodations) and assets in the country
- Through external contractor, provide an effective and efficient IT service to the organisation ensuring that IT systems and staff computers are functioning efficiently
- **Human Resources** (through supervision of HR and Admin Manager)
  - Provide managerial oversight of the Human Resource function for national staff including ensuring:
    - National staff all have JD and valid contracts
    - National staff all have ID cards
    - National / International Travel Authorisation Forms are acted on / internal flights are booked
    - International staff have valid visa and work permits
    - International staff R&R / AL travel plans have submitted and are acted on
    - Organisational registration with government bodies
    - Performance management (objective setting and appraisals) are carried out.
  - Support the department to ensure sound systems, policies and procedures are formulated and implemented
- **Financial Management**
  - Responsible for the operations / running costs budget for Juba including house and office
  - Ensuring correct and complete documentation is passed to Finance Department.
- **Reporting**
  - Establish and ensure delivery of weekly reports from field sites (from AC to Ops Co)
  - Produce a monthly report (based on complied weekly reports) to the CD, to form the base for CD report to Regional Office.
  - Ensure monthly update provided to CD on visa / work permit status of all international staff
  - Ensure monthly logistics reports are completed including updated PRF table is circulated, updated IPA table, fuel consumption reports
- **General Coordination**
  - Maintain regular contact with field offices to ensure issues and concerns are identified and resolved with pre-emptive attitude
  - Weekly staff meeting with Ops team
  - Ensure that field sites are visited at least quarterly

- Ensure Logistics / HR closely liaise with Finance Department to ensure that crossover procedures and tasks (asset management, procurement, pay roll, benefit payments) are carried out appropriately and in line with Malaria Consortium policies and that finance transactions are processed in an accurate and timely manner
- Maintain network with other agencies and partners
- Support Country Director as required

## **PERSON SPECIFICATION**

### **Qualifications and Experience:**

#### **Essential:**

- At least five years operational experience;
- At least two years managing large teams of national and international staff in a developing country;
- Degree in operations related discipline
- Experience with international NGO, with focus on logistics and security management;
- Experience and knowledge of NGO HR procedures including recruitment, performance management, writing contracts and job descriptions;
- Experience of working in insecure locations / humanitarian environment;

#### **Desirable:**

- Experience of working in The Sudan's (North / South)
- Knowledge of project management and project cycles
- Additional professional qualifications

### **Work Based Skills and Competencies:**

#### **Essential:**

- Leadership
- Understanding of procurement procedures and can demonstrate examples of putting these procedures into practice.
- Financial, budgetary and excel skills.
- Proficient in Microsoft systems and packages (Windows, Office, Outlook).
- Organisational and personal time management skills.
- Can demonstrate ability to prioritize.
- Ability to communicate, negotiate and influence people from different back grounds and professions and those at different levels; Government, military, International partners (UN, NGOs, CBOs, donors) from senior officials and community members.
- Analytical skills: ability to understand, analyse, summarise and share information, re packaging information for different audiences.
- Flexible and able to adapt to a quickly changing environment by applying knowledge and experience to solve unforeseen and unexpected problems.

#### **Desirable:**

- Positive attitude
- Energetic and interested

## OTHER KEY INFORMATION

Length of contract	12 months
Location	Juba
Travel involved	Yes, to field sites across South Sudan
Other	An independent en suit accommodation unit with kitchenette is provided in Juba within the MC Guest House compound. House is in walking distance from office.