

Job title:	Operations Manager	Location:	Maputo, Mozambique
Department:	Operations	Length of contract:	Indefinite
Role type:	National	Grade:	10
Travel involved:	Travel up to 50% within Mozambique	Child safeguarding level:	3, Slight risk
Reporting to:	Line manager: Country Director	Direct reports:	Operations Officers Administrative staffs

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, Nampula and Niassa, with allocated projects. 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

As a member of the Country Management Team, the Operations Manager is responsible for ensuring a strong logistics control environment as well as monitor the overall security situation, enforce security regulations and provide sound and timely advising the Malaria Consortium staff on security matters in country.

Scope of work

The Operations Manager manages the support functions in Mozambique, providing oversight of staff, budgets, and assets as well as ensuring overall compliance to Malaria Consortium policies, donor requirements, and applicable laws and regulations. They work closely with other functions to ensure Malaria Consortium's programmes are able to function as envisaged.

Key working relationships

The Operations Manager is managed by the Country Director and sits on the Country Management Team, bearing responsibility for overall programme management. The post holder directly line manages support staff based in the Maputo office, while at the same time acting as a matrix managed to the support staff in other locations in Mozambique.

Key accountabilities

1. Logistics Management (50%)

- Maintain strong understanding of organisational and donor procurement requirements, advising relevant staff where these differ and putting in place plans to ensure overall compliance
- Ensure logistics documentation stored systematically and correctly, and is accessible to programme management and external auditors as required
- Train logistics and non-logistics staff on policy requirements as these apply to them, monitor compliance and provide feedback and support as necessary
- Support programme managers to prepare, update and monitor procurement plans, reporting deviance and recommending solutions
- Establish a means to monitor procurement, outlining expected lead times, and report against this on a monthly basis
- Identify areas where preferred supplier agreements and framework agreements could be put in place, and work to set these up in line with policy requirements
- Support the roll out of the new procurement manual when this is released

- Oversee fleet, stock and asset management in line with policy requirements and general
- Ensure Malaria Consortium staff have access to appropriate and safe work spaces that facilitate good performance
- Maintain oversight of international travel, providing support to arriving and departing staff in line with the travel policy
- Where required, support the process of mass distributions, ensuring that these are appropriately planned and organised

2. Safety and Security Management (25%)

- Act as the Safety and Security Focal point for the country
- Proactively coordinate with internal and external stakeholder to ensure a good understanding of the overall security environment
- Ensure that all Malaria Consortium bases meet necessary safety and security requirements in order to protect and sustain staff
- Undertake continual equipment assessments to ensure that minimal conditions for security are being met.
- Regularly conduct risk assessments for all MC operational areas and update Safety and Security plans as needed
- Report incidents to the Country Director in required timelines and support on any incident response as required
- Train staff on and regularly test the security tree communication system, providing feedback on any non-compliance
- Ensure that staff present in the programme or who are visiting receive the necessary training on and fully understand Malaria Consortium security requirements as detailed in the global safety and security policy, supplemented with country specific training developed by the Support Manager
- As required, tailor or generate safety and security SOPs to fit country specific working circumstances
- Maintain a trained fire warden network, present in all offices during working hours

3. Management oversight and reporting (25%)

- Ensure that Malaria Consortium remains up to date in relation to its statutory registration requirements
- Contribute to the preparation of budgets and the monthly review and reporting of these against actual expenditure
- Design reports to demonstrate the performance of the support departments, populate and share these on a monthly basis with the management team, providing commentary and relevant insight as suitable for the intended audience
- As tasked by the Country Director, support annual and donor audits
- Travel regularly to all Malaria Consortium locations to provide oversight and support of staff in those locations
- Under the aegis of the Country Director, lead the Country Management Team in the update of the Country Risk Register, where possible identifying and enacting appropriate mitigation measures
- Where issues arise, identify the cause, and take preventative actions to limit the likelihood and damage of similar difficulties in future
- Follow and enforce code of conduct and policies, and uphold the mission, values, and spirit of MC.

Person specification

Qualifications and experience:

Essential

- A first degree
- Qualification in procurement, supply chain or administration
- Understanding of good procurement and supply chain practice
- Experience of working with institutional donors like UN bodies
- An understanding of the unique challenges of operating health support systems
- Experience of budget management and reporting

Desirable

- CIPS level IV or equivalent qualification
- Experience in managing security for a complex NGO or equivalent
- Experience in Project Cycle Management
- Experience of the Mozambique health system, including implementation of a donor-funded project
- Experience with the international procurement and freight of medical supplies
- Experience of working in insecure environments
- Experience of solving complex issues through analysis, definition of a clear way forward and ensuring buy in.
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Work Based Skills and Competencies:

Essential

- Strong interpersonal and communication skills that demonstrate ability to collaborate and coordinate with a range of stakeholders
- Strong team player, with the ability and willingness to manage and work with changing plans and priorities of stakeholders
- Detail oriented, with experience of reviewing policy documents
- ***Excellent written and spoken Portuguese and English***
- ***Strong technical writing skills***
- ***Strong computer skills, conversant with MS Office packages***
- ***Self-motivated, proactive and results-focused***
- ***Able to work effectively as part of a team and on own initiative, with ability to work to deadlines whilst being attentive to detail.***

- *Strong leadership skills with inclusive and motivational style and strong influencing ability*
- *Strong problem-solving ability, with excellent planning and organizational skills*
- Committed to Malaria Consortium's mission and its values

Desirable

Familiarity with public health and malaria prevention issues

Familiarity with the health systems in Mozambique

Good understanding of value-for-money in operations management

Core competencies:
Delivering results
LEVEL C - Supports others to achieve results <ul style="list-style-type: none"> ✓ Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets ✓ Supports others to plan and deliver results ✓ Supports others to manage and cope with setbacks
Analysis and use of information
LEVEL C - Works confidently with complex data to support work <ul style="list-style-type: none"> ✓ Interprets complex written information ✓ Works confidently with data before making decisions: for example, interpreting trends, issues and risks ✓ Acquainted with the validity, relevance and limitations of different sources of evidence
Interpersonal and communications
LEVEL C - Adapts communications effectively <ul style="list-style-type: none"> ✓ Tailors communication (content, style and medium) to diverse audiences ✓ Communicates equally effectively at all organisational levels ✓ Understands other's underlying needs, concerns and motivations and communicates effectively in sensitive situations ✓ Resolves intra-team and inter-team conflicts effectively
Collaboration and partnering
LEVEL C- Builds strong networks internally and participates actively in external networks and think tanks <ul style="list-style-type: none"> ✓ Builds strong networks internally ✓ Participates actively in external networks and/or think tanks

<ul style="list-style-type: none"> ✓ Engages with relevant experts to gather and evaluate evidence ✓ Shares and implements good practice with internal and external peers
Leading and motivating people
LEVEL C - Effectively leads and motivates others or direct reports <ul style="list-style-type: none"> ✓ Gives regular, timely and appropriate feedback ✓ Acknowledges good performance and deals with issues concerning poor performance ✓ Carries out staff assessment and development activities conscientiously and effectively ✓ Develop the skills and competence of others through the development and application of skills ✓ Coaches and supports team members when they have difficulties
Flexibility/ adaptability
LEVEL C - Supports others to cope with pressure <ul style="list-style-type: none"> ✓ Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same ✓ Adapts team approach, goals, and methods to achieve solutions and results in dynamic situations ✓ Sets realistic deadlines and goals for self or team
Living the values
LEVEL C - Supports others to live Malaria Consortium's values <ul style="list-style-type: none"> ✓ Demonstrates personal integrity by using role position responsibly and fairly ✓ Cultivates an open culture within the wider team, promoting accountability, responsibility and respect for individual differences
Strategic planning and thinking and sector awareness
LEVEL C - Keeps up to date with the internal and external environment <ul style="list-style-type: none"> ✓ Takes into account economic, political and other business factors when drawing ✓ up medium and long-term plans, covering both public and private sectors ✓ Looks beyond the immediate operations to prospects for new business ✓ Engages with appropriate internal and external sources to establish major influences on future plans