Job Specification: Support Services Manager

Department:	Programmes
Scale:	PSM Grade 5
Line managed by:	Country Director
Responsible for line managing:	Logistics Manager, Finance Manager & HR Manager
Location:	Lebanon

MAG's Vision: A safe and secure future for men, women and children affected by armed violence and conflict.

MAG's Mission: MAG saves lives and builds futures by working with others to reclaim land contaminated with the debris of conflict, to reduce the daily risk of death or injury for civilians, and to create safe and secure conditions for development.

Job Purpose:

The Support Services Manager (SSM) provides leadership and oversight to Support Services functions and systems within the programme, including Logistics, HR, Procurement, Stores, Fleet, IT and Finance ensuring system design, implementation and continuous improvement in line with MAG policies, good practice and donor guidelines. The SSM will also provide support and advice to the programme HR and Admin team but line management responsibility for this department will remain with the Country Director (CD).

Reporting to the Country Director, acting as SMIC in their absence and deputising for them when required, the SSM will act as a key member of the programme Senior Management Team (SMT) and is expected to contribute to the strategic development of the programme.

Job Description

As a Member of the Programme SMT

- With the CD, guide and coach local managers to ensure that Logistics, Procurement, Stores, Fleet, Finance HR and Admin policies are appropriate for the organisation and applicable to the programme.
- Along with other programme Senior Management staff, actively manage the Country's risk profile by ensuring that policies and procedures are in place, participating in the management of the country Risk Register and addressing internal audit and compliance issues.
- Build effective relationships and develop networks with all stakeholders including local and regional authorities, donors, partners and HMA operators.
- Deputise for the CD as and when required.
- As a member of the SMT ensure active participation in the annual Business Planning process.
- Work with the SMT to ensure that MAG meets all in-country legal requirements, including organisational and expatriate registration, accreditation, taxation exemption and importation requirements.
- Ensure that in-country coordination between support services and operations is effective and allows for the efficient delivery of operational activities
- Provide effective representation for MAG to national and local authorities, partners and other relevant stakeholders to ensure that MAG's mission, values and specific project objectives are clearly understood and supported
- Support the CD to ensure compliance with contractual requirements, statutory legislation, best practice and MAG policies to limit liabilities and maximise programme efficiency, including responsibility for oversight of compliance registers

Support Services

- Manage the relevant staff to ensure that support services including logistics, procurement, stores, IT, programme administration and health and safety are as efficient as possible and effectively support programme operations
- Ensure that all support service systems are maintained and developed where necessary. Coordinate the regular reviews of all relevant manuals and manage their rollout.
- Ensure that the IT planning reflects programme priorities, providing support and oversight for IT related issues including adherence to all organizational IT policies.
- Contribute to the development of strategic and country business plans, with specific reference to logistics, procurement, stores, finance, administration and HR
- Work with the programme SMT to ensure that MAG meets all in-country legal requirements, including registration, accreditation, taxation exemption and importation requirements

Logistics and Procurement

- Oversee the LM to deliver all logistical operations at the various field and support sites: including procurement, supply chain, asset management, stores, fixed asset register, air transport and fleet management.
- Improving cost-effectiveness by saving time or money through use of: framework contracts, improved coordination of programme activities, purchasing and transport.
- Ensure compliance of the logistical operations with MAG procedures and with Donor requirements.
- Ensure that the MAG transport fleet serves the needs of the programme.
- Oversee full life-cycle management of all assets, from procurement to disposal
- Coordinate activities between logistics and finance to ensure synergy between cashflow and procurement planning to meet operational need.

Finance

- Support the national Finance Manager by ensuring that appropriate policies and procedures for sound financial management are in place and that these are being followed in all locations
- Work with the national FM to ensure that the reforecast and global IBD process are conducted in an appropriate and timely fashion
- Assist the national FM in monitoring and projecting expenditure against existing contracts
- Oversee the monthly BVA analysis for all contracts
- Oversee all Financial Accounting matters, including maintenance of the general ledger, balance sheet, receipts, payments and payroll requirements
- Oversee the financial management of partner delivery contracts, ensuring the partner complies with MAGs contractual obligations
- Utilise MAGs web based accounting (PS Financials), financial reporting and contract management systems to drive the production of efficient and effective financial data, including the production of project reports and periodical financial reporting packs

Human Resources

- Oversee the country programme HR function ensuring that appropriate policies and procedures are in place and HR records are maintained
- Manage the performance and development of the national HR Manager to develop capacity and ensure the long term provision of an efficient and effective HR function
- Work in collaboration with the national HR Manager to monitor and review the national staff HR Framework to ensure legal compliance and best practice
- Ensure the completion of strategic HR projects to such as salary reviews, policy development and implementation and training and development initiatives.

All International staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives

- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Undertake role in developing countries and areas in conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Person Specification

Essential Experience

- Relevant overseas experience in the NGO sector, at a senior level, managing programme, Finance and support service functions.
- Experience of managing projects including, implementation, management, monitoring and evaluation, risk assessment and contract compliance.
- Excellent people management experience with proven ability to lead and manage national staff
- Experience of having developed successful relationships and negotiated with donors, government bodies, other NGOs and local partners
- Experience managing logistics, administrative and human resource systems to ensure project efficiency.
- Proven expertise in managing finance

Essential Skills and Knowledge

- Excellent communication and interpersonal skills, with the ability to establish effective working relationships at all levels internally and externally
- Project management skills including excellent written skills to be able to write proposals and reports
- Knowledge and understanding of relevant institutional donors e.g. EU, UN, government departments
- Strong representation and negotiation skills
- Excellent organisational skills with the ability to coordinate multiple activities

Essential Aptitude

- Innovative, creative and proactive with an analytical and solution-focused approach to work
- Ability to exercise sound judgment and make decisions with limited supervision
- Ability to meet deadlines and work calmly under pressure
- Ability to represent and promote MAG at the highest level
- Commitment to MAG's strategic direction and core values

Desirable

- Awareness of and understanding of humanitarian mine action approaches

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Signed employee:	**Date:**

Signed manager:	Date:

August 2018