Job Specification: Technical Operations Manager

Department:	Programmes
Scale:	Technical 5
Line managed by:	Country Director
Responsible for line managing:	International and National Technical Staff
Location:	Overseas

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: To lead, oversee and safely manage all aspects of mine clearance and EOD operations and related tasks in the country of operation in accordance with Standard Operating Procedures (SOPs), ensuring that these are consistent with MAG's policies and mandate.

To assist and support the Country Director in developing the country programme strategy, plans, proposals and budgets with regards to technical training and operations in line with MAG's mission and mandate.

To manage all MAG technical staff within the country of operation.

To conduct assessments and other technical missions on behalf of MAG in country and worldwide as required by the CD and Regional Director.

Job Description

Technical

- Plan, prioritise and coordinate all clearance operations within the project in order to achieve maximum programme outputs.
- Have responsibility for the safety of all staff and third parties during execution of technical operations.
- Have responsibility for the overall safe execution of all MAG technical activities within the country of operation.
- Ensure that any accidents are thoroughly investigated and analysed.
- Develop, implement and review systems and procedures in relation to maximising productivity and safety, conducting risk assessment procedures to analyse risk or changes.
- Continually develop, ensure implementation of and review SOPs, drills and other work practices. Ensure that updated SOPs are immediately available to MAG HQ.
- Carry out regular monitoring visits of all technical operations.
- Oversee the training, assessment and monitoring of all staff carrying out technical operations.
- Ensure medical staff are equipped and trained to an appropriate standard.
- Ensure coordination with Community Liaison Managers in the planning and implementation of all technical operations.
- Assist the CD in identifying areas in the country of operation where MAG's expertise can be of benefit to the population.
- Ensure that all staff are aware of, understand, and adhere to all programme SOPs and drills, at all times.
- Ensure an in-depth and up-to-date knowledge of all mines and munitions in the theatre of operations.
- Ensure an in-depth and up-to-date knowledge of all relevant technical equipment in the theatre of operations.
- Ensure provision, supply, maintenance and safe and appropriate storage of all necessary vehicles, technical materials and equipment (including explosives and accessories).

Capacity building

- Plan and coordinate the recruitment and training of national technical personnel including the training of national counterpart staff as appropriate.
- Design, develop, deliver and evaluate appropriate training programmes for deminers and other technical personnel.

- Build and maintain good working relationships with all national staff to maximise capacity building objectives.
- Manage, motivate and develop the technical team to perform to a high standard.
- Ensure that staff appraisals are conducted annually, primarily to identify and implement appropriate staff development/training requirements to increase the effectiveness of MAG programmes.
- Ensure that HR policies and procedures are implemented in consultation with Country Director and MAG HQ.
- Participate in recruitment procedures for employment of MAG expatriate technical staff in conjunction with MAG HQ as required.

Communication and Reporting

- In co-ordination with the CD, liaise with and represent MAG to donors, implementing partners, local officials and other agencies to further MAG's aims and ensure operational efficiency.
- Ensure that the Country Director/Regional Director is fully briefed on all key technical and operational issues and any key technical difficulties arising.
- Assist the CD in providing relevant and useful information and case studies to relevant staff at MAG HQ.
- Submit accurate reports as directed by the Country Director/Regional Operations Manager.
- Ensure all staff are made aware of wider programme issues, developments and achievements within MAG.
- Ensure that accurate and thorough reports following investigation into all incidents/accidents are completed and provided to CD and MAG HQ with details of appropriate action taken, in accordance with MAG policies and procedures.
- Contribute to all internal discussion and planning designed to improve MAG's performance, results and impact in humanitarian mine action.

Health, Safety and Security

- Manage and monitor security situation in work locations and areas of operations ensuring that the programme SMT is kept informed of security risks and developments.
- Advise the CD and RD on security issues and ensure that security plans, policies and controls are in place and up-to-date to ensure the safety and security of MAG staff, assets and resources.
- Have responsibility for the health & safety of all staff and third parties during execution of technical operations.
- Have responsibility for the overall safe execution of all MAG technical activities within the country of operation.
- Ensure that any accidents are thoroughly investigated, reported and analysed.
- Member of the Incident Management Team

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.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

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.

Some Job Descriptions may be supplemented by specific Terms of Reference.

Person Specification

Essential Experience

- Experience of working in mine clearance/EOD operations in developing countries that are contaminated by remnants of conflict
- Experience of managing field operations
- Experience of leading, motivating and managing a diverse team of people
- Experience of mentoring and coaching others

- Experience of managing and conducting formal or informal training and the transfer of appropriate skills to others.
- Experience of working independently for extended periods of time in 'stand-alone' environments with minimal supervision.

Essential Skills and Knowledge

- Technical knowledge of mines//unexploded ordnance and mine clearance techniques, including new developments*
- Ability to develop, review and comply with security and technical Standard Operating Procedures
- The ability to contribute technical knowledge and clearance targets to proposals and reports
- Excellent organisational skills with the ability to plan and coordinate activities and projects
- Excellent communication and interpersonal skills
- Good literacy, numeracy and IT skills
- French language skills are essential

**** Knowledge of one or more of these technical skill areas is essential***

Essential Aptitude

- Interest in and commitment to MAG's humanitarian mandate and principles
- Ability to develop and apply field operations and administrative work plans
- Innovative, creative and proactive with an analytical and solution-oriented approach
- Determined and committed to high quality standards and continually improving effectiveness and efficiency
- Ability to establish and develop effective working relationships in a cross cultural environment at all levels internally and externally
- Ability to conform to and manage budgets and procurement requirements
- Self-motivated, flexible and enthusiastic approach to work
- Ability to meet deadlines and work calmly under pressure
- Ability to represent and promote MAG

Qualifications

- Relevant and recognised EOD/demining qualification to fulfil organisational need

Desirable

- Previous experience in the humanitarian mine action sector
- Second language skills
- Good understanding of IMAS / IMSMA
- Understanding of standard international donor/NGO procedures

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Signed employee:	**Date:**
Signed manager:	**Date:**