## Job Specification: Head of Support Services

**Department:** Programmes
**Scale:** PSM 5 plus 100% PMA
**Line managed by:** Country Director
**Responsible for line managing:** Senior National Support Staff
**Location:** Overseas

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**MAG's vision is a safe future for women, men and children affected by violence, conflict and insecurity.** People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

**MAG's mission is to save lives and build safer futures.** We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

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### Job Purpose:

As a member of the Senior Management Team (SMT), provide strategic and operational leadership to ensure the efficient and effective management of all support services for MAG's activities in the programme, including Logistics and Fleet, Finance, Human Resources, Vehicle and Fleet Management, IT, Facilities Management and Administration.

Line managing senior staff, the role will focus on overseeing management systems, increasing the efficiency and effectiveness of support service functions, ensuring the programme's operation is compliant with donor requirements and with MAG's internal policies and procedures, and providing support to the Senior Management Team in country (SMT) in risk management.

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### Job Description

**Strategic Lead of Support Services**

- Strengthen cross-functional communication and coordination between support, programme, technical and finance teams, with a focus on planning and strategic decision-making.
- As a member of the SMT, provide strategic support in the annual Business Planning process and represents support services functions within SMT meetings. Contribute to the development of strategic and country business plans, with specific reference to logistics, procurement, finance, administration and HR.
- Lead and oversee improvement initiatives in support service areas, including both global and locally initiated, ensuring adequate change management activities are in place and that all relevant stakeholders are properly engaged and supported.
- Ensure adequate segregation of duties, internal control systems and delegation of authority are properly implemented across the programme, taking corrective initiatives when contextual adaptation is required
- Ensure that key objectives for all support service functions are established and aligned with programme strategic objectives, and that within all support service functions the objectives are coordinated.
- Ensure that proper data management systems are in place across all support functions, and that data interchange with HQ is implemented as required. Monitor the quality of data produced, and provide the SMT with appropriate analysis to support decision-making.
- Support the CD in risk identification and management, for all risk areas relevant to support services functions.
- Analyse workload for the all functional teams under her/his supervision, ensuring that the adequate level of capacity – both in terms of headcount and skillset – is proactively managed and is adequate to provide required operational support.
- Support the CD in ensuring a sustainable and coherent cost-structure for programme operations, providing cost analysis and developing propositions for cost savings and increased efficiencies.

- Ensure all relevant documentation produced by all support functions is properly completed, approved and archived per MAG and donors standards; and that the archives are efficiently organized and safely managed.
- Oversee coordination between logistics and finance to ensure effective cash-flow and procurement activities, to meet operational needs in safest and most efficient way and ensure payments are processed appropriately
- Ensure coordination with all relevant HQ counterparts across all support functions within remit.

**Operational Lead of Support Services**

- Line manage the functional heads for each function within remit. Provide back-up for any function of support services facing a temporary gap in management.
- Support managers to ensure that HR, Finance, Logistics and Procurement, Administration, and IT policies are in place in the programme and that local procedures are appropriate.
- Analyse workload for all teams within remit, ensuring appropriate levels of capacity – both in terms of headcount and skillset.
- Ensure that adequate national staff capacity building activities are carried out within support services, and oversee performance management and staff development activities and initiatives.
- Coordinate improvement/standardisation initiatives, focussed on efficiency/effectiveness of internal processes.
- Coordinate regular reviews of all relevant manuals for support service functions, and manage the dissemination of any relevant change.
- Support the SMT in the development, implementation and management of projects, with a particular focus on support service requirements.
- Oversee the development and review of monthly and quarterly management reports for all support services areas within remit.

**Support in Programme Management**

- Deputise for the CD as required, both as SMiC and in assisting the CD in providing effective representation to donors, national and local authorities, partners and other stakeholders relevant to MAG.
- In coordination with the Technical Operations Manager and Programme Officer, support the CD in the development of new proposals, ensuring timelines and running costs for support service functions are aligned to project work-plans.
- Acts as programme focal point for HQ counterparts concerning global initiatives linked to internal process improvements or adoption of new information systems.
- Undertake support and monitoring visits to operational areas, ensuring that senior staff across support services are field-focused, supporting and coordinating with field counterparts.
- Support the CD as required in managing security, safety, safeguarding or operational incidents and participating in incident management teams.

**Procurement and Logistics**

- Oversees National and International procurement, supply chain and fleet management activities, ensuring organisational procedures and local requirements are adhered to.
- Leads the adoption of the Global Procurement Policy and Manual and any other improvement initiatives in the area of Procurement or Logistics.
- Assess the performance and risk management of the function's activities, ensuring improvement plans, scale up/down of the team structure and capacity-building activities are pro-actively engaged.
- Ensure there is a Programme Procurement Strategy in place, driving standardization, in coordination with key internal stakeholders, and ensure implementation of a sourcing strategy
- Manage the Programme suppliers' database, supplier selection and contracting with third parties, monitoring supplier performances across all critical / high volume / high risks contracts.
- Ensure the senior logistics lead in programme develops and implements an appropriate and effective country-wide inventory management system.
- In coordination with budget holders, ensure adequate accountability is in place for requestors, ensuring proper tracking along the whole supply chain process and ownership and responsibilities are understood and enforced.

- Supervise Fleet Management operations, ensuring adequate management of the related costs and risks, and monitoring the performance of vehicle fleet and mechanical operations.
- Ensure that a quality asset management system is in place, aligned with MAG Asset Policy, overseeing proper tagging, asset tracking and asset disposal processes.
- In coordination with global Head of Procurement and Logistics, establish coherent and measurable performance objectives for senior Procurement and Logistics roles in country and ensures tracking and management of overall team performance.

**Finance Management**

- Act as a senior finance business partner to the SMiC to influence decision making and improve ways of working with the overarching objective of delivering strong financial control in Country ensuring operation, processes and procedures are compliant with donor requirement and in line with MAG's internal policies and procedures
- Senior finance focal point in Country to key stakeholders, including HQ Finance and other key stakeholders such as external auditors, country donor contacts, local partners, etc.
- Oversee the production of timely and quality monthly management accounts ensuring visibility of donor contract performance to key stakeholders in country and in HQ finance and that the relevant actions are in place to respond to possible discrepancies
- Oversee and support the Country Finance Manager in the financial planning and analysis of the programme's expenditures, including the production of yearly budgets and quarterly forecasts, highlighting risks and opportunities in the financial plan to ensure readiness in risk mitigation
- Oversee the Programmes Cash Flow to ensure cash is available to meet Programmes needs
- Supports the Country Finance manager in managing exchange rate fluctuations between local and contract currencies, highlighting upcoming issues early and identifying mitigating strategies
- Provide strategic management to the local finance team, ensuring the finance organisation supports the Programmes needs. Recruit, train and develop the senior local finance team, develop staff capacity to ensure consistency and quality of delivery across the programme
- Oversees programme audit matters including the planning and delivery of donor audit and MAG's internal statutory audit, ensuring it is successfully delivered and relevant auditors findings are actioned as/when required
- Support the use of MAG's existing financial (PS Financials, financial reporting) and contract management systems (Sycle) and takes a leading role in the plan and roll out of new systems to ensure data is managed efficiently and effectively in country

**Human Resources**

- Ensures that HR policies and procedures are in place, overseeing the HR function and coordinating with relevant HQ counterparts.
- Support the recruitment of key senior roles for the Programme
- Ensure that recruitment processes are meeting MAG standards and are aligned with local labor law.
- Ensure that an effective performance management system is in place, and focuses on developing initiatives to develop MAG national staff.
- Oversee the management of staff contracts, from set up to termination, ensuring fair treatment of all staff and protecting the organization against any risk related to local employment.
- Oversee the country payroll process, ensuring that this is accurate, efficient and compliant with MAG and local legal requirements.
- Identify gaps and risks within HR management and propose initiatives to strengthen the management of HR.

**Admin & Facility Management**

- By line managing staff in charge of Administration and Facility Management, ensure the cost efficiency and appropriateness of costs incurred in supporting MAG Offices and Guest Houses. Ensure proper processes are in place to monitor and minimize expenditure, while ensuring standards of health & safety and security.

**IT Management**

- Ensure programme IT infrastructure is safe and adequate. By line managing IT function, ensure adequate data protection systems are in, and manage risks linked to increased use of technology in MAG operations.

- HoSS shall ensure that regular investment in, and adequate maintenance of, the technical equipment estate is built sustainably within the Programme Operations running costs. They should liaise with HQ IT to accommodate any long-range organisational projects, and feed this into an annual IT budget as part of the overall programme budget.
- HoSS shall resource the IT function appropriately for the programme's ongoing requirements – ensuring there is a central IT support contact in programme to liaise with HQ IT.
- HoSS shall be fully au fait with all organisation-wide IT policies and procedures (and their implications) and ensure they are disseminated effectively to all programme staff.

**Health and Safety**

- Maintain oversight of Programme health and safety minimum standards, supporting the CD in ensuring that relevant policies and controls are adequately applied to ensure the safety of MAG staff, assets and resources.

**Safeguarding**

- Lead the diffusion of best practice, training and behavioural change initiatives to promote MAG key ethical and behavioural values, ensuring that every relevant stakeholder (staff / partner / third party / local authorities and Donors) is aware of available reporting mechanisms.

**Field Support**

- Provide line management to Managers/Supervisors as required, to ensure that support to field operations is aligned with MAG standards and donor requirements.
- Ensures adequate coordination system is in place between field locations and head office concerning all areas of support services, consolidating data and information to ensure oversight and performance monitoring.
- Recruit, train and coach Managers/Supervisors as required.

**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.

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## Person Specification

**Essential Experience**

- Demonstrable senior management experience overseas, preferably in international aid and development with a humanitarian agency in a developing country
- Experience of developing, implementing and managing finance, logistics, HR and administrative management. systems
- Experienced in overseeing complex financial planning, monitoring, forecasting and reporting activities within complex high volume / high risk operations

- Development of new business proposal / budgets in competitive environments
- Excellent people management experience with proven ability to lead, develop and manage national and international staff

**Essential Skills and Knowledge**

- Effective financial management skills including complex financial scenario planning
- Highly skilled in monitoring and managing projects and programme costing from a variety of donors
- Skilled in production of high quality financial, logistics and human resources reporting and analysis
- Good understanding of financial, logistics and human resources risk management areas
- Ability to implement and monitor policies and procedures in challenging environments
- Interpretation and implementation of donor/client contract requirements
- Sensitivity to cultural differences and the ability to work in a wide variety of cultural contexts
- Excellent organisational skills with the ability to coordinate activities, teams and improve processes.
- Excellent literacy, numeracy and IT skills, including data manipulation utilising Excel and other data management tools.
- Ability and willingness to work both at strategic and operational levels, with hand-on approach when required

**Essential Aptitude**

- Ability to lead, manage, motivate and develop teams
- Ability to negotiate and influence at senior level
- Ability to demonstrate initiative, be proactive and offer a solution-oriented approach
- Motivated, self-aware, humble and committed to high quality standards
- Ability to establish effective working relationships at all levels internally and externally
- Excellent communication and interpersonal skills
- Ability to prioritise work, meet deadlines and work calmly under pressure
- Self-motivated, flexible and enthusiastic approach to work
- Interest in and commitment to MAG's humanitarian mandate

**Qualifications**

Degree or equivalent in relevant subject area

**Desirable**

Master Degree in relevant area (Finance, Business Administration, Logistics, Human Resources, Management)

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

**June 2020**