MARY’S MEALS INTERNATIONAL - JOB DESCRIPTION

A JOB TITLE:
Operations Manager

B REPORTING TO:
The Regional Director Malawi/Zambia

C DIRECT REPORTS:
- HR Manager
- Logistics Coordinator
- Senior Procurement Officer
- Field Engineer

D KEY RELATIONSHIPS:
- Depute Country Director Malawi
- Finance Manager Malawi
- Communications Officer Malawi
- Programme Officer Malawi
- Operations Teams Malawi
- Head of School Feeding Malawi
- Country Representative Zambia
- Head of Finance MMI
- Head of HR MMI
- Head of IT & Operations MMI
- Head of Finance & Operations MMUK&I

E LOCATION:
Mary’s Meals Malawi, but may be required to travel to other overseas field operations and the UK

F CONTEXT:
Mary’s Meals International is the central organisation which co-ordinates, supports and leads the global Mary’s Meals movement, under the direction of the founder and Chief Executive and through the work of three global directorates: Programmes, Finance and Operations, and Communications and Fundraising.

The global Mary’s Meals movement currently consists of ten registered charity affiliates in Austria, Canada, Croatia, Germany, Ireland, Italy, the Netherlands, Spain, the UK and the USA, raising funds to support life-changing programmes in Benin, Burma, Ecuador, Haiti, India, Kenya, Liberia, Malawi, South Sudan, Thailand, Uganda and Zambia.

Mary’s Meals Malawi’s school feeding programme was established in Malawi since 2002. Mary’s Meals is a key implementer of the Government of Malawi’s universal school feeding programme, currently reaching over 700,000 children with a daily meal in primary school as well as 6,500 orphans and vulnerable children. Mary’s Meals Malawi is part of the global Mary’s Meals movement and is focused on achieving the goal that every child receives a daily meal in their place of education.

G PURPOSE OF THE ROLE
Reporting to the Regional Director to support the strategic planning and organisational development in Malawi and involved in setting and managing agreed budgets for the operations team. A hands-on and participative manager, coach and mentor who will lead and develop an internal team to support the following areas: Logistics, warehousing, security, procurement, transport, property management, human resources, ITC, engineering and administration.
1. **General**
   - Responsible for the review and implementation of the operational policies for logistics, warehousing, security, procurement, transport, distribution, property management, human resources, ITC, engineering and administration.
   - To be part of the Senior Management Team (SMT) and to assist the Regional Director/Depute Country Director in the management of the country programme by ensuring the operations delivers efficient and effective support.
   - To coordinate the Internal Procurement Committee (IPC), attend monthly meetings and actively engage in country level management and strategic dialogue, planning and activities, providing leadership to the overall operations of the Malawi country programme.
   - Provide peer support to all SMT and IPC members.

2. **Logistics, Procurement, Warehouse, Distribution, Property Management, Engineering and Transport**
   - To manage all property matters, including acquisitions, leases, disposals and maintenance using outside consultants as and when required;
   - To ensure for the management of the handling the collection, storage and preparation of material aid for delivery to schools.
   - To work closely with the School Feeding Programmes Team, Under 6 Team and Monitoring, Evaluation and Learning (MEL) Team to ensure that food and material orders are accurate and delivered on time.
   - To work closely with suppliers and the MEL teams to ensure that food distribution are being met on a weekly basis.
   - Responsible for supply chain management and the monitoring/follow up of field logistics systems.
   - To ensure consistent and realistic budgeting and management of resources by the logistics department and support the Programmes Department in planning and management of resources.
   - Identifying and follow up on issues of logistics weakness/non-compliance with the agreed policies and procedures of the assigned country programmes, addressing any quality assurance of suppliers/supplies to asset management.
   - To ensure there are effective policy and operational procedures for the management of the local procurement of supplies and services.
   - To ensure that internal procurement policies and procedures are followed.
   - To ensure efficient procurement of goods and services in a transparent and fully accountable manner, ensuring compliance with current financial procedures, safeguarding value for money for the organisation and justifiable use of funds.
   - To assist the Regional Director/Country Director with international procurement of supplies and services.
   - To ensure the review, continuous improvement and implementation of logistics strategies, policies and operational procedures and to monitor and report on these policies and procedures.
   - To ensure correct and efficient functioning of all warehouses with emphasis on stock management and hygiene control.
   - To ensure there is an effective fleet management across the programme areas, including monitoring of transport reports, fuel card management and monitoring and vehicle purchases according to need.
   - To ensure that all agreed construction projects are resourced and managed in a timely, efficient and effective manner, and that all construction project information is provided to the Regional Director and Fundraising colleagues on time.

3. **Security and Risk Management**
   - Responsible for the development, implementation and monitoring of the security, health and safety and risk strategies, policies and standard operating plans and procedures for all areas of operation.
   - Work closely with the Regional Director/Country Director to inform, manage and strengthen personal and team security through effective situation and risk analysis.
   - To monitor and report to the Regional Director/Depute Country Director on the various policies and procedures for security, health and safety and risk management;
   - To ensure statutory compliance with health and safety legislation, risk assessments are developed and/or reviewed and updated, monitoring performance and reviewing procedures;
To ensure the development and/or review and maintenance of the Risk Register for Mary’s Meals Malawi and reporting to Mary’s Meals International any new or changes to significant risks;
To ensure there are appropriate organisational insurance policies.
To ensure that security incidents are reported in a timely and concise manner from the field and that this information is shared with the Regional Director/Depute Country Director and Mary’s Meals International Head Office.

4. Human Resources, Technology and Administration:
- To ensure the human resource function provides a professional development, compensation and benefits, training and recruiting service to Mary’s Meals Malawi.
- To ensure the agreed HR management information is provided to the Head of HR of Mary’s Meals International and ensure the ongoing maintenance and updating of HR information.
- To ensure Mary’s Meals Malawi is compliant with Malawian employment legislation.
- To work closely and transparently with all external partners including third-party vendors and consultants.
- To work with the Head of IT and Operations for Mary’s Meal International, ensure the ongoing maintenance and updating of information systems and infrastructure, including hardware, software, and applications.
- To oversee the management of the fixed asset register
- To oversee the management of properties and relevant contracts at national level.
- To oversee administrative functions in the Operations Team as well as facilities to ensure efficient and consistent operations as the organisation scales.

5. External Representation:
- Ensure the maintenance of excellent relations with all of Mary’s Meals partners, supporters and visitors.

I QUALIFICATIONS:

Essential
BA/BSC in a relevant subject (e.g. Logistics, supply chain management, business administration) or equivalent level professional experience.

J SKILLS:

Essential
- Advanced and well-developed inter-personal skills, with solid track record in persuading and influencing others
- Fluent written and spoken English
- Proven project management skills
- Able to communicate well across all levels
- Able to work well with people of different cultures and nationalities
- Able to set up basic system administration for Window server, Window PC and networking services
- Excellent Microsoft Office skills, particularly Word and Excel
- Ability to work under pressure and meet deadlines
- Excellent attention to detail

K EXPERIENCE:

Essential
- Experience of working in a leadership position in a growing organisation, preferably within a charitable fundraising environment.
- Team management experience, including leading, engaging and motivating a team of staff
- Experience of developing, monitoring and reporting against agreed strategy
- Demonstrable progressively responsible professional work experience in a senior position within an international development organisation, NGO and/or military.
- Experience of a flexible approach to managing and prioritising a high workload and multiple tasks in a fast paced environment with tight deadlines
- Strong field experience as field or HQ logistician or as Project Manager
- Experience of managing logistics in any areas of stock management, warehousing and procurement of fleet management.
### Desirable:
- Significant experience of working in Africa and at least 12 months of development work in a developing country.
- IOSH Health and Safety qualification
- Experience of working in emergencies
- Experience of training and coaching of national staff
- Experience of working in a charity or not for profit organisation
- Experience of revenue generation or fundraising

### KNOWLEDGE:

**Essential**
- Understanding of the principles of international development.
- Familiarity with using planning tools in international development, including using and developing monitoring and evaluation systems for logistics/systems.
- Understanding of the place of school feeding in relief and development.

### SALARY INDICATOR:
Dependent upon relevant experience.