



**HOPE RESTORATION (HR)**  
careers@hoperestorationsouthsudan.org



Physical Address  
Munuki Block C  
Plot 349  
Juba South Sudan.

## **JOB ADVERTISEMENT HUMANITARIAN HUB MANAGER.**

**Date:** 06<sup>th</sup>/08/2025

**Position Title:** Hub Manager

**Location:** Leer County, Unity State, South Sudan

**Starting Date of Application:** 7/08/2025.

**Deadline for Application:** 28th August 2025

**Organization:** Hope Restoration South Sudan (HRSS)

**Reporting to:** Hope Restoration Finance Manager

**Contract Duration:** one Year

### **Organizational Background**

Hope Restoration South Sudan (HRSS) is a national, women-led, non-governmental organization established in 2010 and registered with the Ministry of Justice (Reg. No. 659) and the Relief and Rehabilitation Commission (RRC Reg. No. 389). HRSS is dedicated to empowering communities through capacity building, research, dialogue, lobbying and advocacy, information management, livelihoods diversification, and the use of appropriate technologies.

### **Position Summary: Hub Manager**

The Hub Manager will be responsible for managing the daily operations of the hub, ensuring smooth coordination of activities, high-quality service delivery, and a welcoming environment for all users. This role involves supervising hub personnel, including front desk, kitchen, and support staff, while overseeing logistics, facilities, and client relations. The Hub Manager will develop and implement marketing strategies, maintain records of budgets and expenditures, and ensure full compliance with organizational policies, safety standards, and operational procedures. They will also build and maintain partnerships with vendors, external service providers, and the broader community to enhance hub visibility and sustainability. The ideal candidate will be proactive, organized, and possess strong leadership, communication, and customer service skills. The Manager is expected to drive innovation, ensure accountability, and continuously improve hub programs and amenities to meet the evolving needs of users. Fluency in English and Arabic is required for effective communication and stakeholder engagement.





### **Key Responsibilities**

- Oversee all hub staff, including front desk personnel, kitchen staff, and general office employees.
- Plan and implement strategic marketing and outreach campaigns in coordination with the marketing team.
- Build and maintain strong, professional relationships with visitors, clients, and vendors.
- Monitor staff performance, conduct evaluations, and provide mentorship to improve productivity and service quality.
- Manage financial records, track payments, and monitor budgets and expenditures.
- Welcome and register guests, ensuring a positive and safe experience.
- Resolve issues related to hub services, amenities, and policies promptly.
- Organize activities and assign responsibilities to team members to ensure smooth operations.
- Develop and implement marketing strategies to promote hub services and increase visibility.
- Coordinate logistics with external service providers, including suppliers, travel agents, and event planners.
- Monitor hub performance and ensure compliance with organizational standards and health and safety regulations.
- Establish and update accommodation and service rates.
- Propose and execute new initiatives to enhance hub functionality and user satisfaction.
- Ensure adherence to internal policies, procedures, and safety protocols.

### **Qualifications and Experience**

- Bachelor's degree / Diploma in hospitality management, Business, or a related field.
- At least 3 years of experience in hub, hotel, or facility management.
- Strong understanding of hospitality best practices and administrative systems.
- Excellent interpersonal and customer service skills.



- Proven leadership and team management experience with attention to detail and problem-solving skills.

### Language Requirements

- Proficiency in both English and Arabic is required.

### Nationality.

- Open to all applicants
- **Note: Applications submitted are non-returnable.**

*HRSS is an equal opportunity employer within the meaning of the relevant convention, Equality, diversity and inclusion is at the very heart of everything that HRSS stands for.*

- ***Qualified Women and people with special needs are strongly encouraged to apply.***



### Application Procedure

Qualified and interested candidates should submit the following:

- A cover letter
- An updated CV

Submit your application by **email** to:

[careers@hoperestorationsouthsudan.org](mailto:careers@hoperestorationsouthsudan.org) or **hand deliver** to the HRSS Head Office  
Munuki Block C. Plot No. 349.

**Note:** Due to the urgency of this position, applications will be reviewed on a **rolling basis**. Early applications are highly encouraged.

 For more information, visit our website: [www.hoperestorationsouthsudan.org](http://www.hoperestorationsouthsudan.org)

