



CARE SOUTH SUDAN

CARE South Sudan is an International NGO working in South Sudan. CARE and its partners work with vulnerable communities to address the underlying causes of poverty and promote peace and development, through its strategic goal to reduce poverty by empowering women, enhancing access to resources and services, and improving governance.

Position:	Operations support Officer
Department:	Operations and Logistics
Location:	Juba
Reports to:	Operations & Logistics Manager
Provides supervision to:	Operations Support Assistant
Starting date:	September 1st 2023
Advert status:	External

Purpose of the position:

The Operations support Officer is responsible and accountable for provision of timely support, coordination and management of assets, administrative support to CARE South Sudan, ensuring that there is accurate asset/inventory management, quality facility maintenance of CARE rented properties and making sure received services are paid timely. The operations support officer will also be responsible in ensuring that vendors are properly setup into people soft and relevant supporting documents attached against each vendor. The incumbent will provide field support to all the CARE field offices in all the functional operational areas to ensure that there is timely reporting and identified gaps are attended to in a timely manner.

Job Responsibilities:

1. Responsible for Assets and property Management (25%)

- Manage CARE South Sudan's assets; support others to carry out the annual physical verification procedure.
- Receive assets procured by CARE, prepare Property Receipts, and ensure that all the assets are tagged timely and recorded into the master register.
- Coordinate with the Operations support Assistant to replenish consumables for the Juba office.
- Ensure all procured assets are entered into the CO inventory database and are suitable marked/identified.
- Maintain integrity of assets and property register by ensuring assets are tagged, updated, and reconciled.



- Organise any required maintenance, replacement, or disposal of assets in collaboration with the Head of Department.
- Facilitate documentation of assets on acquisition, transfer, and disposal for approval
- Ensure compliance to assets management policies and procedures and advise management for replacement of equipment.
- Ensure equipment tracking procedures are in place so that equipment may be tracked from location and user.
- Ensure all staff are aware of procedures and follow them.
- Facilitate any required maintenance, replacement, and disposal of assets in collaboration with the Head.

2. Office support (15%)

- Facilitate settlement of timely office utility bills at head office and residences.
- Ensure that monthly Juba staff airtime is replenish timely and follow up issues arising from staff and address it immediately.
- Make sure that all service contracts are updated and renewed and Work closely with the Operations & Logistics Manager to all payments for services are done timely.
- Working with CO Safety and Security Focal Point to ensure that all staff and visitors are receiving visitors briefed on security procedures and concerns.
- Prepare management reports for administration activities.
- Support Project Management Teams in building the capacity of partner organisations to manage their administration and logistics with best practices effectively.
- Support with vendor setup and removal from the in the system (People Soft) in compliance with CARE procedures.
- Liaise with the finance department to ensure that payments are made to vendors associated with services, Transport services and Facility management.
- Prepare and share Admin reports concerning the activities being managed, on Monthly, and quarterly basis or as requested by the Head of Department.



3. Facility Management (15%)

- Support the Operations and Logistics manager in the process of identifying, assessing, and letting appropriate office and staff residential facilities; ensuring that good value for money is achieved by CARE South Sudan and a standard acceptable to the staff is provided.
- Ensure that the offices and residences are always kept secure, liaising with the security team in ensuring that appropriate security measures are in place and functioning, and overseeing arrangements for managing keys and locking up.
- Work closely with the Field Operations support officers to ensure that the field Guest house are maintained.
- Update lease records and facilitate rent payment for all lease agreements.
- Ensure that all routine maintenance is carried out, to keep properties in a safe and attractive condition, liaising with landlords as required; ensuring that leases are renewed in a timely manner and check that office building, fittings, facilities, etc are in good and usable conditions.
- Facilitate timely payment of rental facilities (Leases) and utilities.
- Facilitate the production of the preventive maintenance schedules for all CARE Furniture, Fixture and Equipment (FFE).
- Supervise and provide clearance for the work done by outsiders for repairing and fixing CARE equipment and facilities.





- Support International staff in facility management – repairs etc.
- Facilitate administration of secure and conducive working environment.

4. Travel and staff accommodation Management (20%)

Travel and Flight management. Coordinate with the operations support Assistant in;

- Ensuring that travel and flights activities are managed well ensuring the necessary travel request are submitted on time and made available for an effective and efficient travel and flight management.
- Ensuring necessary clearance for flights are requested from the various institutions; documentation for travel including Visa is processed and submitted to respective agencies for processing in a timely manner and followed up.
- Maintain a cordial and working relationship with UNHAS and WFP and other agencies ensuring CARE is updated on flight and travel related issues.
- Ensure that accommodation requests are dully approved and booked timely.
- Follow up and settle payments for accommodated in Juba.
- Work with the operations Assistant to ensure that all flight requests are booked timely.
- Guide all that staff on UNHAS/MAF booking procedures and ensure that all staff comply with the travel guidelines.
- Work with the Operations Assistant to prepare monthly flight reconciliation reports and share it with the HOD.
- Work with the operations Assistant to ensure that the flight account is replenished timely.
- Laise and poster good working relationship with UNHAS/MAF and the flight companies to ensuring that staff get ensure quality services.

5. Staff and Performance Management (15%)

- Ensuring that direct reports fully understand the outcomes that are expected of them and that they are aware of the relevant operating policies and procedures.
- Ensuring that work is planned and organised in a way which will meet the needs of customers/ clients/ staff/ organisation/ partners in the most cost-effective manner possible.
- Setting performance objectives with staff, monitoring, and reviewing their performance and holding staff accountable for meeting the success criteria and delivering any improvement goals which have been identified, taking decisive action in the case of poor performance.
- Ensuring that direct reports are adequately trained and developed for their roles e.g. by analysing staff training needs, organising the delivery of training or coaching, coordinating the sharing of experience
- Ensuring department PARs are done on time and submitted accordingly.
- Ensure proposals for promotions, transfers, probation, recruitment, terminations, and disciplinary actions are timely shared with the supervisor and HR office in line with the CARE HR manual.

Qualifications: Education/Knowledge/Technical Skills and Experience

The following may be acquired through a combination of formal or self-education, prior experience, or on-the-job training:

- **Minimum Qualification required:** bachelor's degree in business administration or related subject area. Financial skills required.



- **Experience:** Minimum of 3 years' experience in an administrative, logistics, facility management and functional knowledge in procurement and warehouse management role.
- **Technical Skills & Abilities:**
- Strong administrative skills to enable the holder to manage and grow an experienced and ambitious team.
- 3 years' administrative experience in an operational function within either in INGO, Private or Public Sector
- Ability to lead a team and develop relevant and practical solutions in changing environments.
- Can work independently with minimal close support from the supervisor.
- Good communication skills both oral and written.
- Strong people management skills
- Computer skills in Microsoft Office,
- Language skills: English and South Sudanese Arabic
- Influencing and negotiating skills



HOW TO APPLY

The position will be based in **Juba**. This is external position & open to only South Sudanese Nationals. Opening Date 1st **August 2023** and Closing date of receiving applications will be **18th August 2023**.

Applications and CVs should be delivered to: jobs.southsudan@care.org or Hand delivery to: **CARE Juba Head Office**, NPA Martyrs Street.

CARE is an Equal Opportunity Employer, promoting gender, equity and diversity and women candidates are strongly encouraged to apply.

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Attention!!!

CARE South Sudan has a ZERO TOLERANCE approach to any abuse to, sexual harassment of or exploitation of a vulnerable adult or child by any of our staff, representatives, or partners. CARESS expects all staff to share this commitment through our Safeguarding Policy and our Code of Conduct. They are responsible for ensuring they understand and work within the remit of these policies throughout their time while at CARE.

