

Approved by SMLPS and HRD  
 Director of Labour and Industrial Relations  
 18/7/2023



INTRODUCTION

The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organization founded in 1956 that works in more than 30 countries throughout the world, including South Sudan. DRC-DDG has been operational in South Sudan since 2005 working with the overall aim of achieving durable solutions for the displaced populations. As a leading humanitarian actor, DRC South Sudan set three objectives for 2018 – 2020: 1- To save lives and alleviate suffering among displaced people and their hosts; 2- To reduce displacement related risks and support and facilitate solutions and 3- To promote peaceful, inclusive and resilient societies and address root causes to displacement.

DRC operates countrywide program operations, through four main sub-offices in Maban, Bentiu, Malakal and Jamjang supported by a country office in Juba. A new office has been opened in 2020 in Wau. DRC also developed a multi-sectoral mobile response teams able to be deployed all over the country, to assess and respond to new and urgent humanitarian situations. DRC country operations are multisectoral and include: Protection, Camp Management, Shelter and Infrastructure, Food Security and Livelihoods, Armed Violence Reduction and Mine Risk Education.

<b>Position Title:</b>	<b>Support Service Team Leader</b>
<b>Report to:</b>	Area Manager
<b>Direct reports</b>	Supply Chain, HR & Admin and Finance Team
<b>Duty Station:</b>	Bentiu
<b>Contract Type</b>	Standard (9 Months)
<b>Employment Category</b>	MGGI- II.1
<b>Eligibility:</b>	South Sudanese National from the Local Community of Unity State
<b>Employment Start Date:</b>	1 <sup>st</sup> September 2023
<b>Salary</b>	According to DRC Salary scale
<b>Advertisement Closing Deadline</b>	28 <sup>th</sup> July 2023

Overall purpose of the role:

The purpose of the Support Services Team Leader is to manage the support functions (Finance, Admin & HR, supply Chain) at the designated Area Office. The position is overall accountable and responsible for administration, HR, supply chain and finance teams/ department tasks and activities.

Reporting directly to Area Manager, this role has an area focus and ensures compliance to DRC procedures and guidelines within the area. The role contributes to the development of area strategies, which are translated into action plans and day-to-day tasks. The role provides support and/or technical guidance to base operations.

Responsibilities and Areas of Accountability

People Management:

- Accountable and responsible for people management of direct reports. This includes hiring, coaching, capacity building, objective setting, probation, performance appraisal and development plan of staff, managing performance, including poor performance, etc.
- Support managers in developing performance goals and objectives and liaise with Juba office for technical support to managers.

Finance:

- maintain and update area office master budget and provide inputs to country finance team on monthly basis. Support managers in developing new project budgets in DRC standard budgeting tool, ensuring all mandatory costs are budgeted under donor contracts.



- Ensure all posting in ledger accounts are recorded correctly by finance team.
- Ensure all finance vouchers are quality controlled and are in accordance to donor rules and regulations,
- Ensure timely review of budget spending and support project-managers by providing update budget information.
- Ensure fund requests are submitted in timely manner to Juba office for transfer.
- Ensure all suppliers are paid as per agreed contract payment terms in due time.

**HR:**

- Ensure all HR documents at area office level are maintained and updated on timely manner.
- Ensure all staff leave balances are updated in the system and managers are provided with up to date leave reports, support managers planning their staff leave during the year.
- Ensure employee information in DRC Dynamics are up to date, and HR team is providing timely payroll date and time sheets to Juba HR department on monthly basis.
- Support managers on performance development and evaluation.
- Provide reports to area manager on total number of staff, leaves, holidays etc. on regular basis.

**Administration:**

- Ensure all DRC offices and guest house is well maintained, and maintenance costs are budgeted under donor budgets.
- Follow up on payment of lease contracts and other facility management tasks.
- Ensure proper recorded keeping, tracking and distribution of consumables in office and guest house.
- Manage maintenance staff (cooks, cleaners) and ensure clean office and guest house environment, as well support in overall capacity building of admin staff.
- liaise with local authorities in Bentiu for all administrative and legal requirements by state authorities,

**Logistics/Fleet management**

- Plan and analyze c fleet needs in coordination with other mangers and end users.
- Lead on management of transport and fuel for DRC Fleet of vehicles, to ensure that vehicles are insured, asset managed correctly, being driven safely, maintained appropriately, damages are reported, and ensure that vehicles internal equipment (tools, comms, etc.) are complete and serviceable; and that usage of fuel is correctly managed, and logged and recorded
- Support your team and manager in all matters regarding satellite communications and radio communications to ensure that equipment's are insured, asset managed diligently, operated in the most cost-efficient manner, and maintained appropriately.
- Work with your manager to capture, plan and regularly update preparedness reporting for the logistics systems in place at your mission.
- Work to ensure that logistics systems are robust and flexible enough to cope if a crisis occurs to include assessments of airports, transport available, warehousing, access routes, fuel availability, field comms issues, staffing challenges, training required etc. Raising issues though senior management as required

**Asset Management**

- Ensure compliance and implementation of Operations Handbook across offices. Provide monthly comprehensive c reports on Inventory/Assets to area manager.
- Implement any available tools to improve the inventory management. Provide guidance in disposal methods for unused or expired Asset with prior Donor/DRC area manager for approval.
- Liaise with security personnel on security-related transport issues, such as booking in/out, satcomms, radios etc.

**Warehouse Management**

- Ensure compliance and implementation of Operations Handbook across all field offices. Provide monthly comprehensive country report on warehouse inventory to SMT (list and stock value in hand).
- Provide guidance in disposal methods for unused or expired commodities with prior donor/DRC Country Director approval



- Proactively manage the tracking of all supplies, equipment, materiel and food in transit, through its receipt and storage within the Juba facilities.
- Providing input on the location and negotiation of contracting for storage/warehousing that is secure, well-maintained, and meets health and safe working practice requirements

DRC Dynamics System

- Ensure proper application of ERP supply chain processes in the region  
Apply reports and data analytics from ERP supply chain system to improve supply chain performance
- Accountable for achieving DRC's strategic goals and objectives within the area of responsibility  
Accountable for making significant decisions on what the unit does: its purpose, functions and role, and for making commitments and decisions that require the expenditure of significant unit resources.
- Accountable for making sound decisions based on DRC policies, MOPs, standards, and the advice of technical experts in DRC

Experience and technical competencies:

- Minimum 3 years of experience in finance, supply chain and administration in a managerial role, including people management
- Experience of fleet management, asset management, and distribution support
- Knowledge and experience of dealing with service providers and contractors' management
- Excellent computer skills in MS Word & Excel, as well as experience working with an ERP system
- Experience with standard procurement procedures and documentation.
- Experience working in an (I)NGO
- Full professional proficiency in English
- Sound knowledge on cost planning, budgeting, and financial reporting

Education:

- Bachelor's degree in relevant field (Business Studies, Marketing, HR, Finance, Supply Chain Management etc.
- Computer skills (including MS Office package)

*Find the definition of DRC's Core competencies [here](#)*

All DRC staff should master the 5 core competencies:

- Striving for excellence: you focus on reaching results while ensuring an efficient process
- Collaborating: you involve relevant parties and encourage feedback.
- Taking the lead: you take ownership and initiative while aiming for innovation.
- Communicating: You listen and speak effectively and honestly.
- Demonstrating integrity: you act in line with our vision and values

Languages:

- (Fluency in written and spoken Arabic,
- Good command in written and spoken English.

Key stakeholders: (internal and external)

- Programme Managers
- Other Support Services Managers
- Field teams.
- Suppliers and providers



**How to apply**

Please send a cover letter outlining how your skills and experience meets the Person Specification along with your up to-date CV, Copies (not original) of National ID card and academic certificates to Human Resources department through [ssd-jobs@drc.ngo](mailto:ssd-jobs@drc.ngo).

**OR**

Submit your hard copy application to the Human Resource department to the attention of HR/Admin Officer DRC office in Bentiu OR any nearby DRC Office ( Koch DRC Compound) . Title of the position/vacancy number **MUST** be clearly marked in the application subject line and on the envelop, when applying through hardcopy applications.



**Gender Equality:** DRC is committed to achieving gender parity in staffing at all levels. In light of this, women candidates are particularly encouraged to apply to bridge the gender gap.

**Equal Opportunities:** DRC is an equal opportunity employer. We value diversity and we are committed to creating an inclusive environment based on mutual respect for all employees. We do not discriminate on the basis of age, sex, disability status, religion, ethnic origin, colour, race, marital status or other protected characteristics

**Safeguarding:** *DRC's Capacity to ensure the protection of and assistance to refugees, IDPs and other persons of concern depends on the ability of our staff to uphold and promote the highest standards of ethical and professional conduct in relation to DRC's values and Code of Conduct, Safeguarding and Anti –Corruption policies including safeguarding against sexual exploitation, abuse and harassment. DRC conducts thorough and comprehensive background checks as part of the recruitment process*

**NOTE:** We appreciate your interest in working for DRC. However, only short-listed candidates will be contacted for interview. If you have not been contacted within one month of the closing date, we regret that your application has been unsuccessful. Please continue, however, to periodically check on the South Sudan NGO Forum website, DRC website: <https://job.drc.ngo/> for other suitable opportunities with DRC.

#### DRC as an employer

By working in DRC, you will be joining a global workforce of around 8000 employees in 40 countries. We pride ourselves on our:

- Professionalism, impact & expertise
- Humanitarian approach & the work we do
- Purpose, meaningfulness & own contribution
- Culture, values & strong leadership
- Fair compensation & continuous development

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