



MAG South Sudan
Plot No. 1 Block 1, 1st Class Area
Jondoki Kamiru,
Bilpham Road, Adjacent to Ezentus
Juba, South Sudan

ADVERTISEMENT- HEAD OF SUPPORT SERVICES,1 POSITION
External/Internal Open to South Sudanese Nationals Only

Employer: Mines Advisory Group (MAG)
Department: Support
Reporting to: Country Director
Base Location: Juba South Sudan
Working Area: South Sudan
Opening date: 4th December 2023
Closing date: 17th December 2023

Mines Advisory Group (MAG) is a Humanitarian, non-profit organization concerned with the impact of landmines in South Sudan. MAG South Sudan is recruiting for highly competent, proactive **Head of Support Services** for its country program operations.

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'.

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 (apart from finance) for MAG's activities in the programme, including Procurement, Human Resources, Vehicle and Fleet Management, 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.

DETERMINED- we work with purpose
EXPERT- through excellence and expertise we build trust
INTEGRITY- we strive to do the right thing
COMPASSION- people come first in everything we do
INCLUSIVE- we are inclusive, and we value diversity



MAG is a humanitarian organisation clearing the remnants of conflict for the benefit of communities worldwide.
MAG is co-laureate of the 1997 Nobel Peace Prize.
Charity No 1083008. A company registered in England and Wales No 4016409.

Job Description

Leading of Support Services

- Communication and coordination between support, programme, technical and finance teams, with a focus on planning and strategic planning decision-making.
- As a member of the SMT, provide strategic support in the annual Business Planning process and represent support services functions within SMT meetings, by contributing to the specific functions of logistics, procurement, finance, administration and HR.
- 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 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 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 structure for programme operations, providing cost analysis and developing propositions for cost savings and increased efficiencies (with support from the finance manager).
- 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.
- Line manage the functional heads for each function within remit. Provide back-up or appropriately delegate for any function of support services facing a temporary gap in management.
- Support managers to ensure that HR, Logistics and Procurement, Administration and other 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 national staff capacity building activities are carried out within support services, and oversee performance management and staff development activities and initiatives.
- Maintain improvement/standardisation initiatives, focussed on efficiency/effectiveness of internal processes.
- Support the SMT in the development, implementation and management of projects, with a particular focus on support service requirements.
- Contribute to the completion of monthly management report (MMR).

- Provide oversight on the maintenance of IT infrastructure and troubleshooting IT challenges as appropriate.
- Reinforce good internet use practices in the offices, ensuring that staff adhere to the internet use policy as applicable.

Procurement and Logistics

- Oversee National and International procurement, supply chain and fleet management activities, ensuring organisational procedures and local requirements are adhered to.
- Monitor 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 proper management of assets, updating the online Asset Tiger database and continuous appraisal of the asset register.
- Coordinate the management of stores and supplies, providing timely updates to relevant budget holders.
- Conduct market surveys and ensure competitiveness in procurement processes
- Explore options for regional procurement, in coordination with HQ and Regional logistics leads.
- Supervise Fleet and Mechanical Support Manager, ensuring adequate support provided to ensure the continued performance of vehicle fleet and mechanical operations.
- Ensure proper tracking of HQ procurements and report any challenges affecting timely deliveries.
- Coordination between field offices and Juba regarding support needs and monitoring the field support functions.
- Ensure that vehicle tracking, insurance and safety measures are in place at all times

Human Resources and Admin

- Oversee the HR function in 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.
- Support the performance appraisal process for nationally recruited staff.
- Facilitate the completion training and capacity building plans.
- Oversee the management of staff contracts, 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.
- 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.
- Support health and safety incident management process, linking with CEQA as required.

IT Management

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

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.
- Lead on providing support and advice in country on MAG's Safeguarding Framework including policy implementation and case management as necessary.
- Undertake and lead where necessary safeguarding investigations, supporting the production of investigation reports, outcomes, feedback and learning.

Field Support

- 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.

Manage the Field Support Office and coordinate all support function with TFMs and Site Supervisors

All 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.

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 logistics, HR and administrative management systems
- Excellent people management experience with proven ability to lead, develop and manage national and international staff

Essential Skills and Knowledge

- Skilled in production of high quality, logistics and human resources reporting and analysis
- Good understanding of, 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
- Experience implementing robust safeguarding policy and undertaking safeguarding investigations and subsequent follow up.

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



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Qualifications

Master Degree in relevant area; Business Administration, Logistics, Human Resources, Management

Physical Fitness

- Due to the physical nature of the role and the work involved in demining activities, a good level of physical fitness is an essential requirement.

Please note that as part of MAG's commitment to safeguarding, this post is subject to background checks before an offer of employment is confirmed.

As part of MAG's commitment to safeguarding, this post is subject to background checks before an offer of employment is confirmed. MAG is committed to the principles of diversity, equity and inclusion and is an equal opportunities employer. If you think you would be suited to one of our roles, we would welcome your application regardless of your background and strongly encourage females or those with disabilities to apply. We strive to provide an inclusive and supportive working environment where all employees feel respected and supported in fulfilling their potential.

All aspects of employment and recruitment, whether this be as an initial hire or an internal promotion, will be based on merit, qualifications, competence, performance and organisational needs. **MAG (or any party associated with MAG in the process of recruitment) does not charge a fee (or accept any gifts or favours) at any stage of the recruitment process (application, interview meeting, processing),** if you have any concerns in this area these should be reported to the County Director.

HOW TO APPLY:

Qualified and interested candidates should submit a cover letter with a CV (must have at least 2 referees with the recent employer and work email and telephone contact), copies of academic certificates and Nationality ID card to: -

MAG South Sudan Juba Office Bilpham Road, Adjacent to Ezentus, Juba, South Sudan or Email; recruitmentss@maginternational.org by 17th December 2023, addressed to the: Human Resources Department, MAG South Sudan, Juba.

Please clearly indicate the position you are applying for on the subject and on the envelope for hand delivery. Only shortlisted candidates will be contacted for interviews.
NOTE: Do not attach original certificates. MAG will not return application documents to applicants.

Women and men are both encouraged to apply. MAG is an equal opportunity employer.

