



Job Specification:

Technical Operations Manager

Department:	Programmes
Scale:	Technical 5
Line managed by:	Head of Mission
Responsible for line managing:	International and Locally Contracted Technical Staff
Location:	Initially based in Jordan. Gaza/West Bank when possible.

MAG's Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. 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, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. 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'.

MAG's Values: Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

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.

Job Purpose:

- To lead, oversee and safely manage all aspects of land release, including community liaison, NTS, clearance and EOD operations and related tasks in the country of operation in accordance with Standard Operating Procedures (SOPs), ensuring that these are consistent with MAG's policies and mandate.
- To assist and support the Head of Mission (HoM) in developing the country programme strategy, plans, proposals and budgets with regards to technical training and operations in line with MAG's mission and mandate.
- To manage all MAG technical staff within the country of operation.
- To conduct assessments and other technical missions on behalf of MAG in country and worldwide as required by the HoM and Regional Director (RD).

Job Description

Technical

- Plan, prioritise and coordinate all clearance operations within the project to achieve maximum programme outputs.
- Have responsibility for the safety of all staff and third parties during execution of technical operations.
- Have responsibility for the overall safe execution of all MAG technical activities within the country of operation.
- Ensure that any accidents are thoroughly investigated and analysed.
- Develop, implement and review systems and procedures in relation to maximising productivity and safety, conducting risk assessment procedures to analyse risk or changes.
- Continually develop, ensure implementation of and review SOPs, drills and other work practices. Ensure that updated SOPs are immediately available to MAG UK.
- Carry out regular monitoring visits of all technical operations.
- Oversee the training, assessment and monitoring of all staff carrying out technical operations.

- Ensure medical staff are equipped and trained to an appropriate standard.
- Ensure coordination with Community Liaison Managers in the planning and implementation of all technical operations.
- Assist the HoM in identifying areas in the country of operation where MAG's expertise can be of benefit to the population.
- Ensure that all staff are aware of, understand, and adhere to all programme SOPs, at all times.
- Ensure an in-depth and up-to-date knowledge of all mines and munitions in the theatre of operations.
- Ensure an in-depth and up-to-date knowledge of all relevant technical equipment in the theatre of operations.
- Ensure provision, supply, maintenance and safe and appropriate storage of all necessary vehicles, technical materials and equipment (including explosives and accessories).

Capacity building

- Plan and coordinate the recruitment and training of national technical personnel including the training of national counterpart staff as appropriate.
- Design, develop, deliver and evaluate appropriate training programmes for deminers and other technical personnel.
- Build and maintain good working relationships with all national staff to maximise capacity building objectives.
- Manage, motivate and develop the technical team to perform to a high standard.
- Ensure that staff appraisals are conducted annually, primarily to identify and implement appropriate staff development/training requirements to increase the effectiveness of MAG programmes.
- Ensure that HR policies and procedures are implemented in consultation with HoM and MAG UK.
- Participate in recruitment procedures for employment of MAG expatriate technical staff in conjunction with MAG UK as required.

Communication and Reporting

- In co-ordination with the HoM, liaise with and represent MAG to donors, implementing partners, local officials and other agencies to further MAG's aims and ensure operational efficiency.
- Ensure that the HoM/RD is fully briefed on all key technical and operational issues and any key technical difficulties arising.
- Assist the HoM in providing relevant and useful information and case studies to relevant staff at MAG UK.
- Submit accurate reports as directed by the HoM/RD.
- Ensure all staff are made aware of wider programme issues, developments and achievements within MAG.
- Ensure that accurate and thorough reports following investigation into all incidents/accidents are completed and provided to HoM and MAG UK with details of appropriate action taken, in accordance with MAG policies and procedures.
- Contribute to all internal discussion and planning designed to improve MAG's performance, results and impact in humanitarian mine action.

Health, Safety and Security

- Manage and monitor security situation in work locations and areas of operations ensuring that the programme SMT is kept informed of security risks and developments.
- Advise the HoM and RD on security issues and ensure that security plans, policies and controls are in place and up-to-date to ensure the safety and security of MAG staff, assets and resources.
- Have responsibility for the health & safety of all staff and third parties during execution of technical operations.
- Have responsibility for the overall safe execution of all MAG technical activities within the country of operation.
- Ensure that any accidents are thoroughly investigated, reported and analysed.
- Member of the Incident Management Team

All International 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.

Some Job Descriptions may be supplemented by specific Terms of Reference.

Person Specification

Essential Experience

- Experience of working in mine clearance/EOD operations in developing countries that are contaminated by remnants of conflict
- Experience in working within urban environment and conducting debris management/rubble clearance activities.
- Experience of managing field operations
- Experience of leading, motivating and managing a diverse team of people
- Experience of mentoring and coaching others
- Experience of managing and conducting formal or informal training and the transfer of appropriate skills to others.
- Experience of working independently for extended periods of time in ‘stand-alone’ environments with minimal supervision.

Essential Skills and Knowledge

- Technical knowledge of mines/unexploded ordnance and mine clearance techniques, including new developments*
- Ability to develop, review and comply with security and technical Standard Operating Procedures
- The ability to contribute technical knowledge and clearance targets to proposals and reports
- Excellent organisational skills with the ability to plan and coordinate activities and projects
- Excellent communication and interpersonal skills
- Good literacy, numeracy and IT skills

** Knowledge of one or more of these technical skill areas is essential*

Essential Aptitude

- Interest in and commitment to MAG’s humanitarian mandate and principles
- Ability to develop and apply field operations and administrative work plans
- Innovative, creative and proactive with an analytical and solution-oriented approach
- Determined and committed to high quality standards and continually improving effectiveness and efficiency
- Ability to establish and develop effective working relationships in a cross-cultural environment at all levels internally and externally
- Ability to conform to and manage budgets and procurement requirements
- Self-motivated, flexible and enthusiastic approach to work
- Ability to meet deadlines and work calmly under pressure
- Ability to represent and promote MAG

Essential Qualifications

- Relevant and recognised IMAS EOD 3 in line with IMAS 09.30/01/2022
- Demining qualification (or suitable experience) in line with 09.10/01/2022

Desirable Qualifications

- IMAS EOD 3+ (ADW, GW, Theory)
- IMAS IEDD 3+

Desirable Experience

- Military Experience or experience in having worked in active conflict zones.
- Middle East Experience
- Modern Air Dropped Weapon Experience
- Experience in urban IEDD clearance

Signed employee:	Date:
Signed manager:	Date:

December 2025