Job Specification: Standards and Training Manager

Department:	Programmes
Scale:	Technical 4
Line managed by:	Technical Operations Manager
Responsible for line managing:	Standards and Training Team (STT)
Location:	Iraq

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 manage a Standards and Training Team (STT) that shall lead on quality management of field operations to maintain standards and encourage continual improvement of operational processes and procedures.

To develop, deliver and manage technical trainings and standards across the programme in all matters relating to field operations, operational management, equipment and technical competencies in compliance with MAG IQ Standard Operating Procedures and MAG Global Technical Standards (GTS).

To implement comprehensive Quality Management System (QMS) across all areas of technical operations to maintain safety, improve standards and increase operational efficiency.

To conduct incident and accident investigations and prepare comprehensive reports in compliance with MAG GTS.

Job Description

Training

- Set up and maintain the main training facility in MAG IQ programme in Dohuk.
- Ensure that each Sector training facilities are properly maintained.

- Ensure that FFE aids and FFE registers are properly stored, regularly checked (100% per year) and maintained.
- In coordination with TFM and CLM/ CLM TL, produce relevant Training Needs Analysis (TNA) to modify/ improve existing and develop new course programs and training curriculums.
- Ensure all training courses are designed and delivered in compliance with MAG IQ Standard Operating Procedures (SOPs), MAG Global Training Management Plans and MAG Global Technical Standards (GTS).
- Adjust training curriculums according to changes of the SOPs and propose changes to TOM for authorisation.
- Recommend new training and procedures in relation to enhancement of productivity, safety and skills to the TOM.
- Conduct training and mentoring for national instructors in techniques and skills of delivering the training.
- Assist in coordination and planning of training for external partners and nominated agencies.
- Ensure that TOM is fully informed on all training issues and difficulties identified.

Reporting and database

- Plan, prioritize and coordinate all Ops training activities in the programme, and in collaboration with the HR department, collate and maintain a training calendar for technical and non-technical training courses.
- Ensure end of course reporting is completed for all students, for all training courses.
- Ensure that staff and student's files/records, course results and qualifications/ certificates are produced and shared with HR.
- Establish and maintain the STT database on staff training courses, qualifications and certificates and share with the HR department.
- Establish and maintain a technical database and library for all training packages.
- Establish and maintain data base of qualified instructors to accurately assign instructors to courses when required.

Quality Management (QM)

- Plan and implement STT QM activities in MAG IQ Sectors.
- Prepare and maintain the STT Theory and Practical assessment forms for all Technical and CL positions.
- In collaboration with TFM or CLM/ CLM TL, conduct QM assessment on training courses.
- Submit Weekly and Monthly reports on the STT QM activities to the Sector TFM and TOM.
- Development of QA management system integrated with Survey 123 and migrate from weekly/monthly reporting to a dashboard system.

Innovations, technologies and methodologies

- Promote new innovations, technologies and methodologies.
- Plan, organise and conduct trials and evaluations of new technologies and methodologies.
- Document all trials and evaluations according to IMAS/ GTS requirements.

Accident investigation

- Conduct or assist in incident/ accident investigations and reporting as required by the TOM, in compliance with MAG GTS 10.60 Investigation and Reporting of incidents and accidents.

National Mine Action Authority (NMAA)

- Assist the TOM or SOA in liaising with the NMAA where instructed and required.

Standard Operating Procedures (SOPs)

- Carry out regular reviews of the SOPs and propose changes based on lessons learned to TOM.
- Plan and implement monitoring and assessment of all operational teams to ensure the implementation of the SOPs in the field.
- Ensure that the STT staff are fully familiar with NMAS, SOPs, IMAS and MAG GTS.
- Set up and maintain a comprehensive filing system representing all issues relating to Standards and training activities within the programme.

Technical

- 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.

Explosives

- Conduct assessments of explosive storage facilities to ensure regular maintenance and adequate storage of explosives.

Evaluation/ HR

- Assist with the Operational staff performance reviews and evaluations.

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.

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

Person Specification

Essential Experience

- Experience of working in Mine Clearance, EOD and IEDD operations in developing countries that are contaminated by explosive remnants of conflict.
- Experience of managing Land release and QM operations.
- Experience of leading, motivating and managing a diverse team of people.
- Experience of training, 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/ IEDs, and clearance techniques including integrated operations.
- The 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.

Essential Aptitude

- Interest in and commitment to MAG's humanitarian mandate and principles.
- Ability to develop and implement training management 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.
- Self-motivated, flexible and enthusiastic approach to work.
- Ability to meet deadlines and work calmly under pressure.
- Ability to represent and promote MAG

Qualifications

- IMAS EOD 3 Qualification
- IMAS IEDD 3 Qualification (IMAS IEDD 3+ Qualification desirable)
- Desirable; formal instructor qualification course

Signed employee:	**Date:**
Signed manager:	**Date:**

June 2024