Job Specification: Head of Support Services

Department: Programmes
Scale: **PSM 5 plus 50% Programme Management Allowance**
Line managed by: Country Director
Responsible for line managing: National Support Staff
Location: Azerbaijan

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:

As a member of the Senior Management Team (SMT), provide strategic and operational leadership to ensure the efficient and effective management of support services for MAG's activities in the programme, including Finance, Logistics, Vehicle and Fleet Management, HR and IT.

Line managing national staff, the role will focus heavily on identifying capacity gaps, designing and delivering training on finance, HR, logistics, and fleet management in compliance with MAG country and global policies and procedures. The post holder will lead on all support service functions, and provide support to the Senior Management Team. The post holder will also be required to assess capacity within MAG's partner organisations, identify gaps, make recommendations for improvements, and monitor performance against action plans.

Job Description

Strategic Lead of Support Services

- Strengthen cross-functional communication and coordination between support, programme, technical and finance teams, with a focus on planning and strategic decision-making.
- As a member of the SMT, contribute to the development of strategic and country business plans, with specific reference to logistics, procurement and finance
- 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 established and 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 cost-structure for programme operations, providing cost analysis and developing propositions for cost savings and increased efficiencies.
- Ensure all relevant documentation produced by all support functions is properly completed, approved and archived per MAG and donor 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.

Operational Lead of Support Services

- Line manage each function within remit. Provide back-up for any function of support services facing a temporary gap in capacity.
- Support national staff to ensure that Finance, Logistics and Procurement and IT policies are in place in the programme and that local procedures are appropriate.
- Identify gaps in support service knowledge and experience, design and deliver training to ensure that improves support service functions and contributes to the effective running of the programme, including overseeing performance management of support service staff.
- Coordinate improvement and standardisation initiatives, focussed on efficiency/effectiveness of internal processes.
- Coordinate regular reviews of all relevant manuals for support service functions, and manage the dissemination of any relevant change.
- Support the SMT in the development, implementation and management of projects, with a particular focus on support service requirements.
- Oversee the development and review of monthly and quarterly management reports for all support services areas within remit.

Support in Programme Management

- Deputise for the CD as required, both as SMiC and in assisting the CD in providing effective representation to donors, national and local authorities, partners and other stakeholders relevant to MAG.
- In coordination with the Technical Operations Manager, support the CD in the development of new proposals, ensuring timelines and running costs for support service functions are aligned to project work-plans.
- Acts as programme focal point for HQ counterparts concerning global initiatives linked to internal process improvements or adoption of new information systems.
- Undertake support and monitoring visits to operational areas, ensuring that staff across support services are field-focused, supporting and coordinating with field colleagues.
- Support the CD as required in managing security, safety, safeguarding or operational incidents and participating in incident management teams.

Procurement and Logistics

- Oversees National and International procurement, supply chain and fleet management activities, ensuring organisational procedures and local requirements are adhered to.
- Identify, design and deliver improvement initiatives in the area of Procurement or Logistics.
- Assess 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 there is a Programme Procurement Strategy in place, driving standardization, in coordination with key internal stakeholders, and ensure implementation of a sourcing strategy.

- Manage the Programme suppliers' database, supplier selection and contracting with third parties, monitoring supplier performances across all critical / high volume / high risks contracts.
- Ensure the logistics lead in programme develops and implements an appropriate and effective country-wide inventory management system.
- In coordination with budget holders, ensure adequate accountability is in place for requestors, ensuring proper tracking along the whole supply chain process and ownership and responsibilities are understood and enforced.
- Supervise Fleet Management operations, ensuring adequate management of the related costs and risks, and monitoring the performance of vehicle fleet and mechanical operations.
- Ensure that a quality asset management system is in place, aligned with MAG Asset Policy, overseeing proper tagging, asset tracking and asset disposal processes.
- In coordination with Global Head of Procurement and Logistics, establish coherent and measurable performance objectives for Procurement and Logistics roles in country and ensure tracking and management of overall team performance.
- Ensure knowledge on importation process of Azerbaijan is up to date and all import processes are coordinated with HQ and tracked closely by the Logistics staff in charge.

Finance Management

- Act as a senior finance business partner to the SMiC to influence decision making and improve ways of working with the overarching objective of delivering strong financial control, ensuring operations, processes and procedures are compliant with donor requirement and in line with MAG's internal policies and procedures
- Act as senior finance focal point in country to key stakeholders, including HQ Finance and other key stakeholders such as external auditors, country donor contacts, local partners, etc.
- Lead the design and production of timely and quality monthly management accounts ensuring visibility of donor contract performance to key stakeholders in country and in HQ finance and that the relevant actions are in place to respond to possible discrepancies.
- Oversee and support the national finance staff in the financial planning and analysis of the programme's expenditure, including the production of yearly budgets and quarterly forecasts, highlighting risks and opportunities in the financial plan to ensure readiness in risk mitigation.
- Oversee the programme Cash Flow to ensure cash is available to meet Programmes needs.
- Lead on managing exchange rate fluctuations between local and contract currencies, highlighting upcoming issues early and identifying mitigating strategies.
- Provide strategic management to the finance team, ensuring the finance function supports programme needs.
- Recruit, train and develop the finance team, identify gaps in staff capacity, design and deliver training to ensure consistency and quality of delivery across the programme.
- Lead programme audits including the planning and delivery of donor audits and MAG's internal statutory audit, ensuring it is successfully delivered and relevant auditors findings are actioned as/when required.
- Support the use of MAG's existing financial systems (PS Financials, financial reporting, Adaptive Insights forecasting) and contract management systems and take a leading role in the plan and roll out of new systems to ensure data is managed efficiently and effectively in country.

IT Management

- Ensure programme IT infrastructure is safe and adequate. Ensure adequate data protection systems are in place, and manage risks linked to use of technology in MAG operations.
- Ensure that investment in, and adequate maintenance of, the technical equipment estate is built sustainably within programme budgets. 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.
- Be fully aware of all organisation-wide IT policies and procedures (and their implications) and ensure they are disseminated and implemented effectively across all programme staff.

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.

Human Resources

- Ensure that HR policies and procedures are in place, overseeing the HR function and coordinating with relevant UK counterparts.
- Support the recruitment of key roles for the Programme.
- Ensure that recruitment processes are meeting MAG standards and are aligned with local labor law.
- Ensure that an effective performance management system is in place, and focuses on developing initiatives to develop locally contracted staff.
- Oversee the management of staff contracts, from set up to termination, 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 design and deliver training to strengthen the management of HR.

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.

Partner Support

- Assess MAG's partners support services functions and processes on a regular basis (every 6 months), make recommendations for improvement, and monitor progress against the action plans.

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

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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 support services systems
- Experienced in delivering and overseeing financial planning, monitoring, forecasting and reporting activities,

analysing data and making recommendations
- Development of new business proposal / budgets in competitive environments
- Excellent people management experience with proven ability to lead, develop and manage national and international staff
- Experience in identifying capacity gaps, designing and delivering training across support service departments, building capacity that is appropriate for the size and scope of the programme

Essential Skills and Knowledge
- Effective financial management skills including financial scenario planning
- Highly skilled in monitoring and managing projects and programme costing from a variety of donors
- Skilled in production of high quality financial and logistics reporting and analysis
- Good understanding of financial, HR and logistics risk management areas
- Ability to implement and monitor policies and procedures in challenging environments
- Ability to interpret and implement 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

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
- Ability and willingness to take on tasks, as requested by the CD, that do not necessarily fit within the role remit, but that support a small and dynamic programme

Qualifications
- Degree or equivalent professional experience in relevant subject area

Desirable
- Masters Degree in relevant area (Finance, Business Administration, Logistics)
- Membership in a professional association (ACCA, CPA, CIMA, ACA etc.).

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

March 2024