



Job Specification: Standards and Training Manager (STM)

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

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:

To manage a Standards and Training Team (STT) that shall lead on quality management protocols 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 Laos Standard Operating Procedures (SOPs) 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.

To assist and support the Technical Operations Manager (TOM) in the development of QM processes, and the continued development and update of SOPs/GTS procedures and standards. Additionally, the STM, may be required to deputise for the TOM during periods of leave and/or other commitments and support the TOM at external technical meetings and workshops.

Job Description

Training

- Oversee, manage and maintain a suitable standards and training office facility based in XKH province.
- Ensure that in each province, suitable training facilities are maintained, fit-for-purpose, and essential training equipment is available and properly maintained to meet the training needs of the respective province.
- Ensure that FFE aids and FFE registers are properly stored, regularly checked (100% per year) and maintained.
- In coordination with provincial TFMs and the CLM, analyse relevant operational staff training needs. Conduct a Training Needs Analysis (TNA) to identify any weaknesses and/or deficiencies, in order to modify, improve and develop existing and, where required, new course programs and training curriculums.
- Ensure all training needs and courses are planned in advance through the provision of an annual training plan that is updated every quarter to ensure the training plan is always at least 1 year ahead of the quarterly timeline. Aim to ensure that training should be planned to occur in the less productive wet season where practicable.
- Ensure all training courses are designed and delivered in compliance with MAG Global Training Management Plans (TMP's), MAG Global Technical Standards (GTS), MAG Laos SOP's and the National Regulatory Authority (NRA) National Standards (NS). Where any differences occur between the different standards, MAG Laos will ensure that all the minimum requirements are met. MAG Laos will strive to adopt the more stringent protocols that meet the MAG Laos context where applicable.

- Adjust training curriculums according to changes of the SOPs and propose changes to the TOM for authorisation.
- Recommend new training and procedures/processes in relation to enhancement of productivity, safety, skills and efficient working processes/practices to the TOM.
- Conduct training and mentoring for the training of national instructors and supervisors in the techniques and skills required impart knowledge and deliver effective training that is for-for-purpose.
- Assist in the coordination and planning of any training for external partners and nominated agencies as required.
- Ensure that TOM is fully informed on all training issues and other technical 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 all training needs and courses are planned in advance through an annual training plan. The training plan must be maintained so it is always at least 1 year ahead of the current quarterly timeline. Operational training needs for the programme are to be well planned, budgeted and cross-checked against HR non-technical scheduled training. Non-essential training (to include non-technical elements such as mandatory safeguarding as an example), should be planned to occur in the less productive wet season where practicable and collaboratively deconflicted with operational training delivery needs.
- 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 securely centrally stored within the STT records database.
- Establish and maintain a secure STT database and filing/record keeping system (which is compliant with MAG Laos IT protocols and backed up). This is to ensure the safe storage of all technical and operational biased paperwork requirements relating to all standards and training activities, staff training courses, staff qualifications and certificates, plus, but not restricted to, all QM records, technical notes and SOPs.
- Establish and maintain a database of qualified instructors to accurately assign instructors to courses when required.

Quality Management (QM)

- Plan and implement STT QM activities across both operational provinces and activities.
- Prepare and maintain the STT Theory and Practical assessment forms for all Technical and CL positions.
- In collaboration with TFM's and/or CLM, conduct QM assessments on training courses.
- Submit Weekly and Monthly reports on the STT QM activities to the provincial TFM's and the TOM.
- Prepare for the future development of a QA management system integrated within a planned introduction of a Survey 123/OMIS database system and migrate from the current weekly/monthly Google forms based reporting system to a Survey 123 based 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 Programme Quality Team (PQT)/TOM, in compliance with MAG GTS 10.60 Investigation and Reporting of incidents and accidents.

National Regulatory Authority (NRA)

- Assist the TOM in liaising with the Central NRA and/or Provincial Regulatory Authority (PRA) where instructed and as required. To include attending and participating in NRA Technical Working Groups and other technical related workshops with and/or on behalf of the TOM as required.

Standard Operating Procedures (SOPs)

- Carry out regular reviews of the SOPs and propose changes based on lessons learned to TOM.
- Assist and support the TOM in SOP amendments as required.
- Raise and register any appropriate Technical Notes for approval by the TOM.
- Plan and implement proactive monitoring and assessment of all operational teams to ensure the implementation of the SOPs and the adoption of best practices in the operational environment.
- Ensure that the STT staff are fully familiar with NMAS, SOPs, IMAS and MAG GTS, to fulfil QM and standards and training protocols of the STT.

Technical

- Ensure an in-depth and up-to-date knowledge of all air dropped submunitions, air dropped bombs and other EO (including mines) relevant to the Laos context and theatre of operations.
- Ensure an in-depth and up-to-date knowledge of all relevant technical equipment in the theatre of operations.
- Conduct regular assessments of the explosive storage facility on the MAG XKH base, and, where practicable, (assess explosives stored under Laos Military control (from afar as international expatriates are not currently permitted to gain access to Laos military facilities)) to ensure (where permitted) best practices with regards to the storage and transportation of explosives are pursued.
- Ensure regular oversight checks monitoring on the accountability of explosives and explosive expenditures (working on collaboration with provincial TFMs), to promote improved explosive articles accountability and record keeping.

Evaluation and HR

- Assist with the Operational staff performance reviews and evaluations.
- Participate and/or assist with MAG Laos internal investigations (non-technical, non-10:60 related) such as safeguarding investigation and disciplinary processes as required.
- Assist and participate in operational staff recruitment processes, working in collaboration with the HR department as part of the open and transport recruitment processes

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 roles 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 EOD operations and with Bulk Demolitions in developing countries
- Battle Area Clearance experience
- Experience of managing land release and QM operations.
- Experience with Quality Management Systems
- Experience with Cluster Munitions Technical Survey
- Experience of leading, motivating and managing a diverse team of people.
- Experience of mentoring and coaching others.
- Experience of developing and conducting formal or informal training and the transfer of appropriate skills to others.
- Experience of working independently and to be able to demonstrate independent leadership skills for extended periods of time in 'stand-alone' environments.
- Experience in representing MAG and/or dealing with external entities as a MAG technical representative and proactively forging positive working relationships is highly desirable.

Essential Skills and Knowledge

- Technical knowledge of unexploded ordnance, air dropped weapons and area clearance techniques, including new developments.
- Ability to develop, review and comply with security and technical Standard Operating Procedures (SOPs).
- 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 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.
- Self-motivated, flexible and enthusiastic approach to work.
- Ability to meet deadlines and work calmly under pressure.
- Ability to represent MAG in a positive, constructive and professional manner and promote MAG ethos.

Essential Qualifications

- Relevant and recognised EOD 3 qualification

Desirable

- EOD 3+ qualification (Air Dropped Weapons, Guided Weapons and Bulk Demolitions)
- Experience with Air Dropped Weapons Disposal
- Formal instructor qualification course and/or proven experience in instructional duties.
- Experience with large scale operations management (500+ people)

Signed employee:	Date:
Signed manager:	Date:

May 2025