Job Specification: WAM Regional Standards and Training Manager (LAC)

Department: Programmes
Scale: Technical 4
Line managed by: Regional Director Latin America & the Caribbean (LAC)
Responsible for line managing: N/A
Location: Peru / Ecuador / negotiable within Western Hemisphere region

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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:

The Standards and Training Manager, is a member of the Latin America Caribbean (LAC) team, supporting technical WAM operations across the Latin America and Caribbean Portfolio region and reporting to the Regional Director as well as working in close cooperation with the Programme Quality Team (PQT). The STM will manage and develop technical training and standards across the region in all matters relating to WAM field operations, equipment and training, and provide support to in country technical staff in line with MAG standards. The STM shall develop, manage, and lead on quality management of WAM field operations to maintain standards and encourage continual improvement of operational processes and procedures.

Job Description

Training

- Conduct relevant training needs analysis to develop current course and training curriculums and develop new programs and curriculum where necessary in coordination with the PQT and Programme staff
- Ensure all training is designed and delivered in compliance with project and technical Standard Operating Procedures (SOPs)
- Carry out reviews, development and revision of SOPs and training curriculum as required in consultation and coordination with the technical managers in the region and PQT Senior Technical Advisors (STAs)

- Plan and implement monitoring and assessment of all operational teams to ensure effectiveness of training and identify training needs.
- Proactively recommend new training and procedures in relation to enhancement of productivity, safety and skill sets to the RD, PQT and programmes.
- Support the technical management in the region to ensure all formal training is certified in line with the syllabus delivered and an end of course report is written and kept on file for each student.
- Ensure that a regional technical library is compiled and maintained on Microsoft Teams and or MAG SharePoint and holds all relevant technical documentation and publications.

Quality Management

- Manage planning and implementation of QA/QC activities
- Ensure Operational Staff are fully familiarized with international standards, MAG standards and SOPs and all MAG programme operational documentation.
- Conduct QC/QA as necessary; to include all technical activities, health and safety matters and medical procedures
- Preparation of a database for storage of completed QA/QC evaluation forms
- Maintenance of the QA evaluation data base, sharing of lessons learnt and highlighting areas of concern with the RD / PQT and suggest remedies in order to mitigate risks including recommendations on temporary suspension of activities if unsafe practices are observed
- Ensure timely reporting of QA/QC activities to the RD / PQT

Technical

- Ensure full knowledge of and implementation of all WAM SOPs, drills and other work practices.
- Conduct assessments and other technical training missions on behalf of MAG across the region
- Work with senior technical staff in LAC programmes to ensure changes to MAG GTS, global SOPs and TMPs are integrated into country level documentation
- Contribute to the wider organisational WAM knowledge base, including but not limited to the embedding and development of the Armed Violence Reduction (AVR) Theory of Change (ToC), representing MAG as appropriate at sectoral for a, delivering briefings and participating in internal research
- As required, conduct or participate in investigation and reporting of incidents/accidents in compliance with MAG GTS.
- Review training and assessment reports shared by Technical Field Managers (TFMs) / TFM Team Leaders, and produce technical reports and documents as required.

Capacity building

- Carry out initial capacity assessment and develop a capacity development plan for national teams as and where appropriate in conjunction with TFM-TLs / Technical Operations Managers (TOMs) across the countries within the region
- Conduct training and mentoring for national liaison staff as and where appropriate

Management & HR

- Ensure that staff files/records for training and qualifications are produced and archived into an adequate archiving system
- Supporting recruitment of relevant international and national staff and their objective setting
- Develop and maintain a relevant training database (courses, participants etc.)
- Produce clear, concise, factual reports when required to do so, including required monthly technical reports and technical input for donor reports, proposals, and relevant tenders.
- Assist senior regional technical staff in liaising with the authorities and other stakeholders where instructed and required.
- Deputize for senior technical staff when requested

Communication and Reporting

- Ensure the senior technical staff are fully informed on all training issues and technical difficulties identified.

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

- Comprehensive knowledge and experience in WAM and EOD dealing AVMs, APMs, missiles, rockets, mortars, grenades and air dropped and delivered EO and weapons systems including CMs.
- Ability to develop, review and comply with security and technical Standard Operating Procedures
- Experience of managing QA teams and field operations
- Experience in design, development and delivery of training
- Experience of leading, motivating and managing a diverse team of people
- Experience of managing & 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.
- Experience of mentoring and coaching others
- Previous experience in regional role, ability to work across multiple countries and diverse contexts.

Essential Skills and Knowledge

- Technical knowledge of weapons and ammunition management, and humanitarian mine action management, including relevant international standards
- Prior experience in developing TMPs, reviewing and updating SOPs and managing QA activities.
- Ability to develop, review and comply with security and technical Standard Operating Procedures
- Excellent organisational skills with the ability to plan and coordinate training and quality assurance teams, activities and projects.
- Excellent communication and interpersonal skills
- Good literacy, numeracy, and IT skills
- Fluency in English, Spanish skills highly beneficial
- Knowledge of contexts in the Latin America and Caribbean region, working with national stakeholders on SALW and stockpiles.

Essential Aptitude

- Interest in and commitment to MAG's humanitarian mandate and principles
- Ability to develop and apply training and administrative work plans.
- Innovative, creative and proactive with an analytical and solution-oriented approach and great autonomy
- 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 or ATO Equivalent

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

September 2024