Job Specification: Base Manager

Department:	Support
Scale:	PSM Level 4
Line managed by:	Head of Support Services
Responsible for line managing:	National staff in sector field bases
Location:	North East Syria (Hasakah)

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 ensure the efficient management of one of MAG's operational bases in country, in support of MAG programme objectives, including logistics, finance, administration and liaison with communities / local authorities.

Job Description

Administration and support services

- Ensure that all relevant internal administrative policies and donor policies and procedures, and applicable local regulations are understood and complied with at all times, ensuing as well the implementation of the new released SoPs
- Provide feedback and input into MAG's internal support services policies and procedures, making sure they are fit for purpose and relevant to the context, in close collaboration with HR, Logistics and Finance Managers
- Develop systems and processes to improve internal controls on the base together with the HoSS
- Ensure that housing and amenities are maintained at a high level to facilitate a comfortable living standard for international and national staff based at the location.
- Ensure that robust and efficient administrative processes are established and followed.
- Ensure good communication and coordination between the support and administration team and the technical operational teams.

Health, Safety and Security

- Where applicable, monitor security situation in base location and areas of operations ensuring that operations teams and programme SMT are kept informed of security risks and developments, acting as local focal point, following the inputs of the CSM
- Ensuring that the HQ policies for Health and Safety are complied with all times

Finance Management

- Ensure that all internal finance management procedures are followed, and financial records are properly maintained and submitted within agreed deadlines.
- Coordinate with Finance Department to manage cash flow requirements for the base.
- Ensure operational advances are managed appropriately so that they are liquidated promptly, and properly accounted for.
- Responsible for cash holding of main cash safe, and making transfers to the small safe, and cash payments for large procurements
- Oversee the Payroll distributions and ensure that discrepancies are raised and followed up

- Manage the cashbook in the base, ensure all transactions are entered correctly

Human Resources

- Ensure that weekly attendance reports are submitted from teams and logged in HR System
- Ensure missing information from teams is followed up on a weekly basis in coordination with HR team
- Ensure nominal roll is kept updated with accurate information
- Oversee filing of HR records and ensure this is maintained to a high standard, both hard and soft copies
- Review HR Payroll report prior to submission to Finance Department
- Ensure that new staff members are inducted in line with HR SOPs
- With the support of the HR Manager, actively contribute for the recruitment processes for the National Staff, ensuring managers complete requirements prior to recruiting personnel
- Ensure that national staff terms and conditions are understood and followed, advising other staff members where relevant
- Support to the HR Manager in the implementation of the Performance Management.
- Ensure that disciplinary procedures are correctly followed, and attend disciplinary hearings as relevant
- Ensure that appropriate HR management information is distributed to managers as relevant
- Ensure that timesheets for all national and international staff are submitted on monthly basis

Logistics, Procurement and Fleet Management

- Oversee the procurement process as per SoPs and following the Logistics Manager recommendations for local procurement and logistics ("purchase to pay", departments' requests follow up). Ensure programme procedures are adhered to and developed where necessary.
- Seeking the advices of the Logistics Manager and contribute to prepare logistics and procurement plans.
- Liaise with Erbil Office and Raqqa Office for procurement needs if and when required and organise transport of the goods to Syria and within the NES bases.
- Coordinate closely with operational teams to ensure that logistics and procurement planning is completed to ensure efficient operations can take place.
- Supervise base staff as to ensure the MAG's vehicle fleet, generators, heavy plant and other equipment is managed and maintained in such a manner as to support operations in the most efficient way possible.
- Ensure assets are logged onto the Asset Tiger database, manage regular physical verifications and checks, update constantly the database.
- Ensure all stores are recorded correctly and reported on a monthly basis, including ensuring that stocks below the minimum stock level are reordered, and regular physical checks are made against the reported stock balance, as per Country Supply Management SoP.
- Ensure that Fuel Balances are maintained and managed effectively, and monthly fuel and vehicle reconciliation is completed and submitted on time
- Supervise base staff as to ensure effective and timely maintenance, servicing and repair of MAG vehicles, generators, heavy plant and other equipment in order to minimise down time
- Ensure office and departments IT needs are met; provide feedback and input to the IT Officer through the Logistics Manager, proactively requesting support for problem solving

People Management

- Line manage relevant national staff, ensuring individuals work effectively and productively in line with organisational standards.
- Oversee and supervise the recruitment, selection, hiring, training, and performance management of all base support staff, and ensure those actions are carried out in compliance with applicable MAG, local legislation and donor policies.
- Assist in the process of national staff capacity building, providing mentoring support where appropriate.

Representation

- Represent MAG when dealing with local authorities, other organisations and NGOs within the provincial area of operations.
- Ensure all relevant parties are kept informed of MAG activities as appropriate.

- Inform the SMT of any potential problems related to external relationships ahead of time

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.

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 living and working in a politically sensitive and potential insecure environment that has required situational awareness and restricted movement
- Demonstrable experience of working in remote location within developing countries, ideally in unpredictable or evolving contexts
- Experience of having developed positive relationships and negotiated with, local authorities, other NGOs and local partners
- Experience of managing & developing a team of national staff
- Experience of implementing and using finance, logistics, administration and human resource systems
- Experience of monitoring a dynamic security situation and developing and implementing comprehensive security procedures and policies.

Essential Skills and Knowledge

- Fluent English language skills
- Proven ability to motivate and develop a team
- Effective financial management skills
- Excellent organisational skills with the ability to coordinate multiple activities with conflicting deadlines
- Effective influencing and negotiating skills
- Ability and willingness to undertake routine administrative tasks
- Understanding of, and commitment to, humanitarian and capacity building principles

Essential Aptitude

- Proactive, flexible and positive approach to work with the ability to find creative solutions to challenges
- Determined and committed to high quality standards
- Excellent communication and interpersonal skills with the ability to establish effective working relationships at all levels internally and externally
- Ability to meet deadlines and work calmly under pressure and manage own stress
- Ability to represent and promote MAG
- Ability and willingness to work with uncertainly and demonstrate good judgment
- Self-motivated, flexible and enthusiastic approach to work
- Ability to work independently and operate alone

- Ability and willingness to live and work in a remote and insecure environment with extremely restricted movement.

Desirable

- Experience of working in a humanitarian emergency response situation
- Arabic language skills
- Experience of MAG systems and procedures

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

May 2022