

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:	Lebanon

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 protocols of field operations to maintain standards and encourage continual improvement of operational processes and procedures. The STM is to implement comprehensive Quality Management System (QMS) across all areas of technical operations to maintain safety, improve standards and increase operational efficiency

To develop, deliver and manage technical training and develop standards across the programme in all matters relating to field operations, operational management, equipment and technical competencies in compliance with MAG Standard Operating Procedures (SOPs).

To assist and support the Technical Operations Manager (TOM) in the development of research and development, technical trials and accident investigations. 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

- Ensure that, 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 Free From Explosive (FFE) aids and FFE are properly stored, regularly checked and maintained.
- In coordination with provincial Technical Fields Managers and the Community Liaison Managers, 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 Programme SOP's and the National Mine Actions Standards. Where any differences occur between the different standards.
- 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 fit-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.

Operations

- Carry out regular monitoring visits of all operational activities.
- Support the TOM to ensure that all staff are aware of, understand, and adhere to all programme SOPs, at all times.
- Support the TOM to ensure provision, supply, maintenance and safe and appropriate storage of all necessary vehicles, technical materials and equipment (including explosives and accessories).
- Ensure full safety during the handling, storage and transportation of explosives in line with SOPs and NMAA's.
- Support the TOM during continuous liaison with the HQ Programme Quality Team to ensure adherence to MAG Global Technical Standards, providing regular updates and fulfil any reasonable request in a timely manner.
- Ensure an in-depth and up-to-date knowledge of Explosive Ordnance in programme is maintained and communicated to all technical staff within the programme.
- 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 facilities as required.
- Work in close cooperation with the TFMs and CLMs to ensure Community Liaison and information management remains fully integrated within operations and lead on the linkage to quality management.

Quality Management (QM)

- Implement a comprehensive Quality Management System (QMS) across all areas of technical operations to maintain safety, improve standards and increase operational efficiency
- Plan and implement a QMS system that covers all technical areas and also other HMA operational functions such as community liaison, Explosive Ordnance Risk Education, Information Management, mechanical and medical support.

- Plan and implement Standards and training team (STT) QM activities across both operational provinces and activities.
- In collaboration with TFM's and/or CLM, conduct QM assessments of QM teams under supervision, during operations and training courses.
- Ensure the QMS ensures clear communication and remediation of non-conformities to operational teams.

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.
- Provide a monthly report to the TOM, including a summary of analyses done on all internal and external QA compliance undertaken, which activities were undertaken to conduct required remedial actions, lessons learnt and planned training needs.
- Ensure all training needs and courses are planned in advance through an annual training plan. Operational training needs for the programme are to be well planned, budgeted and cross-checked against non-technical scheduled training.
- Ensure that staff and student's files/records, course results and qualifications/certificates are produced and securely centrally stored within the STT records database. Ensure end of course reporting is completed for all students, for all training courses.
- Establish and maintain a secure STT database and filing/record keeping system. This is to ensure the safe storage of all technical and operational based paperwork requirements relating to all standards and training activities, staff training courses, staff qualifications and certificates, plus, but not restricted to, all Quality Management records, technical notes and SOPs.
- Establish, and work in coordination with the HR department, to ensure that a centralised Staff Competency Register is in place and up to date at all times, with the purpose of capturing all staff competency, training and skills acquired during employment and ensure it is updated regularly following training (including refresher training).
- Establish and maintain a database of qualified instructors to accurately assign instructors to courses when required.

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.

Standard Operating Procedures (SOPs)

- Carry out regular reviews of the SOPs and propose changes based on lessons learned to the TOM.
- Assist and support the TOM by leading on draft SOP amendments, submission to the TOM for their review and approval, as required and or directed by the TOM.
- 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 and operational staff are fully familiar with NMAS, SOPs, IMAS and MAG GTS, to fulfil QM and standards and training protocols of the STT.

Technical

Evaluation and HR

- Assist with the Operational staff performance reviews and evaluations.
- Participate and/or assist with MAG internal investigations (non-technical) 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

Essential Experience

- Experience of working in HMA operations in developing countries that are contaminated by remnants of conflict
- Experience of managing quality management systems
- Experience of leading, motivating and managing a diverse team of people
- Experience of 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.
- Experience in managing teams conducting integrated land release.
- Experience in managing quality management teams.

Essential Skills and Knowledge

- Technical knowledge of Explosive Ordnance and clearance techniques, including new developments. At a minimum this it to be at the level of supervisor in line with IMAS 09.10/01/2023
- Knowledge of development and delivery of HMA training programmes.
- Ability to develop, review and comply with security and technical Standard Operating Procedures
- Working knowledge of and the direct management of and understanding of community liaison and information management and its use in HMA
- The ability to contribute technical and operational knowledge and clearance targets to the grant management process/framework.
- Excellent organisational skills with the ability to plan and coordinate activities and projects
- Excellent communication and interpersonal skills

- Good literacy, numeracy and IT skills (Microsoft Office, Teams, Onedrive, Sharepoint)

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 evidence based solution-oriented approach
- Determined and committed to high quality standards and continually improving safety, effectiveness, and efficiency
- Ability to establish and develop effective working relationships in a cross cultural environment at all levels internally and externally
- Ability to conform to and manage budgets and procurement requirements
- Self-motivated, flexible and enthusiastic approach to work
- Ability to meet deadlines and work calmly under pressure
- Ability to represent and promote MAG

Essential Qualifications

- Explosive Ordnance Qualification to IMAS Level 3 meeting the requirements as established in IMAS 09.30/01/2022. This can be from a relevant and recognised military, civilian or HMA NGO.

Desirable, Experience, Skills, Knowledge and Aptitude

- Experience in managing accident and incident investigations.
- Experience in managing community liaison activities (including EORE, NTS and CL).
- Experience in managing teams conducting cluster munitions remnants survey.
- Experience in managing teams conducting debris management and rubble clearance.
- Experience in managing teams conducting EOD and clearance in an urban environment.
- Knowledge of research and development of innovative HMA tools and procedures
- Extensive experience in managing Bulk Demolitions and advanced EOD techniques including render safe of Aerial Bombs, Guided Weapons and Chemical Ordnance.
- Experience in managing teams conducting Improvised Explosive Device Disposal.
- Advanced Knowledge of IT tools (Microsoft Office (advanced Excel), Outlook 365, SharePoint, Power BI)
- Knowledge and experience in foreign languages (Arabic, French, Spanish etc)

Desirable Qualifications

- Explosive Ordnance Qualification to IMAS Level 3+ in line with IMAS 09.10/01/2023 (Advanced Explosive Theory, Bulk Demolitions, Air Dropped Weapons, Guided Weapons, Chemical Ordnance (Basic) Armoured Fighting Vehicle Clearance) This can be from a relevant and recognised military, civilian or HMA NGO.
- Improvised Explosive Device Disposal (IEDD) up to Level 3+ in line with IMAS 09.31/01/2019. This can be from a relevant and recognised military, civilian or HMA NGO.
- Ammunition Technical/Ammunition Technical Officer qualification or equivalent. This should be in line with the competencies outlined in Ammunition Technical Guidelines 1.90 up to level 6. This can be from a relevant and recognised military, civilian or HMA NGO.
- Formal Accident & Incident Investigation training. This can be from a relevant and recognised military, civilian or HMA NGO.

Signed employee:

Date:

Signed manager:	Date:
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