



JOB PROFILE

Job Title:	Operations Manager
Function:	Operations
Job Group:	Operations
Duty Station:	Erbil, Iraq with frequent travel to projects in Federal Iraq
Administrative Line Manager:	Head of Operations and Security
Line Management Responsibility:	Logistics Officer, Fleet Officer

JOB PURPOSE:

NPIQ is a field focused organization and through proactive planning, the Operations manager ensures that the Operations Department is well prepared to proactively and reactively support the field teams. Under supervision of the Head of Security and Operations (HoSO) the Operations Manager is responsible for overseeing the daily activities of the department including logistics, procurement, fleet management and IT through the effective management and delegation of activities to the team.

In addition to overseeing the efficient running of these areas, the Operations Manager will forecast potential difficulties and report these regularly to the HoSO. Whilst management and delegation are key components of this position, the operations manager is also a hands-on role and will support the team as and when necessary and will also be prepared to travel to the field at short notice. Capacity building is an integral aspect of this role and the Operations Manager will create innovative training opportunities for their team and will deliver regular 'on-the-job' training to the field staff as required.

Due to the diverse nature of the profile and context, the Operations Manager will regularly review all SOPs under their responsibility and present the HoSO with draft revisions proactively to help ensure a safe and efficient working environment.

KEY OBJECTIVES/RESPONSIBILITIES:

A. Operations – Logistics & Procurement:

- Strengthen and oversee compliance, with timely and accurate processing and documentation of procurement
- Develop and oversee a system for maintaining audit-ready procurement records
- Oversee fleet management, including ensuring systems are in place to track maintenance schedules, fuel usage and vehicle scheduling
- Ensure assets tracking system is implemented with accurate record keeping of NP and donor assets, including exceptional items that require registration and movement tracking
- Develop policy for and support implementation of customs clearing, equipment registration, licensing and insurance
- Manage safe and well-maintained office and guesthouse premises
- Review contracts for office and housing space, leasehold improvements and IT
- Support the recruiting process for operations staff including orientation and onboarding
- Assess needs and recommend software and IT solutions, and oversee the resolution of IT issues that arise.
- Manage and maintain the Operations SharePoint so that documentation and SOPs are easily accessible and readily available

B. Team Training & Development

- Identify training needs for the team and support team to enroll and participate in the training
- Develop and conduct trainings for new staff outside department on safe working practices and compliance with SOPs and ensure regular refresher trainings
- Proactively continue own professional development to maintain knowledge of logistical development

QUALIFICATIONS AND EXPERIENCE

The right candidate will have a proven record of success in delivering innovative solutions in complex and challenging environments. Consequently, significantly more weight will be given to experience than to a candidate's level of qualification.

A. Essential

- Previous experience working with a variety of INGOs in a logistic management/supervision position or field coordination position
- Previous experience working in a complex and dynamic operational environment. Particularly a project that is spread out over a large geographical location in a high insecurity context
- Knowledge of and experience in all aspects of humanitarian logistics including:
 - Market's assessment
 - Procurement requests
 - Tendering
 - Supply delivery and reception
 - Use of logistics items
- Previous experience working in a non-logistics capacity for an INGO
- Honesty
- Emotional intelligence
- Good sense of humor
- Humble, flexible and hard working
- Proactive
- Nuanced understanding of the Humanitarian Principles and how these relate to humanitarian logistics
- Previous experience in providing a safe working environment for personnel and infrastructure in high-risk settings where the context changes with little or no warning
- Leadership ability with demonstrated capacities to analyze needs, develop a plan and action the plan to completion
- The ability to manage a team with minimal input from line manager whilst being mindful of organizational values and needs
- Previous experience working in a context where there are regular interactions with armed actors
- Strong analytical skills on security analysis and conflict sensitivity
- Excellent organization and administrative skills
- Skilled at using the full Microsoft office package
- Good writing abilities, including experience and capacity for drafting quality SOPs in short timeframes
- Training skills: Ability to lead staff trainings
- Problem solving capabilities
- The ability to remain calm, focused, organized and results oriented under pressure and with rapidly changing circumstances
- English writing and speaking fluency

B. Desirable Qualifications

- Must hold or be working towards an Undergraduate Degree or Equivalent in a logistics related subject
- Have completed the Certificate in Humanitarian Logistics
- Certificate in one or more of the following:
 - Electrical safety
 - Fleet management
 - Construction
- Management or leadership certificate
- Certified First Aid/Trauma Care Trainer for high threat environment
- Completed a Hostile Environment Awareness Training (HEAT) course within the past 12 months
- Knowledge of humanitarian and development issues and concepts
- Previous work in Iraq and strong understanding of the Iraq context
- Ability to speak Arabic and/or Kurdish

HOW TO APPLY

- Candidates meeting the above requirements are requested to visit our website <https://nonviolentpeaceforce.org/about/work-with-us> to download and complete the **NP Application** to accompany your **CV** (max. 2 pages) and **cover letter** (max. 1 page). Incomplete applications will not be considered.
- Please state in the subject line of the email: **“Operations Manager”**
- This position is open to qualified **International** candidates
- The closing date for applications is **Sunday, 16 May 2021**.
- As part of the recruitment process, shortlisted candidates may be asked to complete a written assignment and if successful, participate in an interview process.

SPECIAL NOTICE:

Nonviolent Peaceforce is committed to achieving 50/50 gender balance in its staff at all levels. Female candidates are strongly encouraged to apply for this position. However, all qualified applicants regardless of their gender, race, disability, sexual orientation, or age, will be considered for this opportunity.

Nonviolent Peaceforce acknowledges the duty of care to safeguard and promote the welfare of employees, contractors, volunteers, interns, beneficiaries and other stakeholders and is committed to ensuring safeguarding practise reflects statutory responsibilities, government guidance and complies with best practice in the Humanitarian and Development sector.