



ADRA

JOB OFFER

Senior Operations Manager

Position: Senior Operations Manager (SOM)
Location: Tshikapa, Kasai, Democratic Republic of Congo
Administrative Supervisor: Chief of Party (COP)
Technical Supervisor: Director of Finance & Administration (DFA)

ABOUT ADRA:

The Adventist Development and Relief Agency is an independent, humanitarian agency established for the specific purpose of providing individual and community development and disaster relief. ADRA International serves over 100 countries and has been present in the Democratic Republic of the Congo (DRC) since 1994. Its programs are supported by USAID, UNFPA, Global Fund, etc. ADRA DRC is undertaking programs in (DRC) in the fields of health, child protection, education, non-food item and food distribution, cash assistance, and livelihoods programming. Our work in these challenging settings gives rise to some of the most pressing issues facing contemporary humanitarian action, including questions of access, security, funding, and coordination.

ADRA is implementing a five-year, \$106 million USAID/BHA-funded Resilience Food Security Activity (RFSA) called TudiENZELE, in Kasai, DRC, and seeks passionate, engaged Operations Manager who embodies our values of connectedness, courage and compassion to provide operational leadership and direction for the TudiENZELE Program.

All candidates must understand, respect and honor the mission, purpose, and identity of ADRA International. Expats are encouraged to apply.

SUMMARY:

Under the supervision of the COP, the Senior Operations Manager (OM) in this role will be responsible for operations management, including inventory and assets management, transport and fleet management, procurement, logistics, Information and Communications Technology (ICT), travel management, visitors' management, security management and office management ensuring effective and efficient operations while also guaranteeing organizational policies, donor regulations and the highest ethical standards are attained

Employee _____

Administrative Supervisor _____

Technical Supervisor _____

In technical collaboration with the DFA, the SOM will effectively lead Tudiienzele's Operations Unit with the ultimate objective of maintaining and strengthening the Tudiienzele Program operational capacity to support a scale-up effort in the expansion of implementation activities. In so doing, the SOM will ensure the program support services are provided in a manner that reflects ADRA's Core Values, Mission and Vision and builds capacity of staff and partners with a focus on customer satisfaction and efficiency.

S/he will ensure strong collaboration between Programs and other Country office support systems, with the aim of taking the Tudiienzele Program forward on its transformational journey to provide resilience and humanitarian relief to communities. The SOM should understand Tudiienzele's programmatic needs and concerns for ensuring effective operational support, as well as strict commitment and adherence to ADRA's Core Values, Mission and Vision, and promotion of Gender Equity and Diversity (GED).

Behavioral Competencies

- **Leading and Supervising:** Provides others with a clear direction; sets appropriate standards of behavior.
- **Planning and Organizing:** Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances.
- **Delivering Results and Meeting Customer Expectations:** Focuses on customer needs and satisfaction; sets high standards for quality and quantity.
- **Adhering to Principles and Values:** Believes in strong principles; upholds ADRA's values; promotes and defends equal opportunities.

The Operations Manager performs a wide range of duties including but not limited to the following:

Administrative

- Supervising day-to-day running of the Operations Unit and staff members.
- In collaboration with the COP, carrying out appraisals of staff under his/her supervision.
- Supporting the development and improvement of administrative systems, policies, and procedures.
- Ensuring the office is stocked with necessary supplies and all equipment is working and properly maintained.
- Providing the required support for the planning, scheduling, and implementation of office events, including meetings, conferences, interviews, orientations, and training sessions.
- Ensuring the collection, organization, and storage of information electronically and using filing systems.
- Participate in regular project meetings towards progress review (DIP/ Procurement Planning, etc.)

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Procurement

- Adequately support the planning process of procurement activities, inventory control, logistics and distribution, by working closely with the Sector Leads and Project Managers to ensure timely preparation of procurement plans for the project and monitor their implementation.
- Ensure effective lines of communication between the Project Managers and the procurement team to ensure priority requirements, timely delivery of goods, works and services using the most appropriate procurement procedures.
- Ensure full compliance of procurement activities with ADRA Procurement Policy, Financial Rules and Regulations, relevant Organizational Directives and Administrative Instructions, by among other things maintaining an approved pre-qualified suppliers/ service providers list, putting in place quality and performance mechanisms, etc.
- In collaboration with the DFA, ensure effective and efficient management and monitoring of all transactional procurement including tendering processes, evaluation, contracting, contract management, legal considerations and payment conditions, contractors, performance evaluation and risk assessment.
- In collaboration with the DFA, implement strategic procurement processes including sourcing strategy, supplier selection and evaluation, quality management, customer relationship management and performance measurement to deliver value for money.
- Promote a culture of zero-tolerance for violations of procurement policies and procedures.

Logistics and Asset Management

- Ensure effective and efficient management of assets and inventory of all expendable and non-expendable items under the project.
- Support assets tagging, verification, maintenance, monitoring and write-off/disposal as may be appropriate in compliance with established rules and procedures.
- Facilitate customs clearance of imported supplies, materials, equipment and/or vehicles for all assets for the effective implementation of the project.
- Monitor lifecycle/shelf-life of assets and equipment and submit reports to the COP and the DFA for required action.
- Ensure all materials and equipment held by the project are stored safely, correctly and securely depending on item classifications.
- Monitor all sub-equipment accounts to ensure there is no waste, fraud or misuse of equipment or materials and that surplus or excessive stocks of equipment are not being held.
- In collaboration with the DFA, plan and provide technical assistance to field offices on a regular basis with the aim of monitoring and evaluating the provision of logistical inputs and identify actions to be taken and implement necessary improvements in the system.

Information Technology

The Operations Manager will work closely with the ICT Administrator/Officer on the tasks below:

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- In consultation with ICT Administrator/Officer, analyze needs presented by staff and recommend technical solutions with completion timeline.
- Ensuring the maintenance of organization's effectiveness and efficiency by defining, delivering, and supporting ICT strategic plans.
- Direct research in emerging technology by studying organization goals, strategies, practices, and users.
- Produce detailed timelines and recommend the implementation of effective project control for each software release.
- Ensure effectiveness and efficiency of implemented technologies and in consultation with the DFA, organize system audits as may be deemed necessary.
- Ensuring the safeguarding of assets and information by implementing disaster recovery, backup procedures, information security and control structures.
- Supports ICT team to maintain quality service by establishing and enforcing organization standards.

General

- In collaboration with the DFA, organize and deliver training for the operations/project personnel on procurement, logistics, assets management and synthesize lessons learned and best practices
- Ensure regular submission of procurement activity reports, logistics and assets reports to management and project
- Ensure all activities are compliant with standard reporting and audits requirements
- Ensure compliance of operations as per approved policies, systems, procedures and internal controls. Perform any other duties as may be assigned from time to time by the supervisor.
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Minimum Qualifications Required

- Masters degree in any development studies, social sciences or any related field
- 5+ years of proven experience in an Operations position or equivalent
- Experience in an international not-for-profit environment
- 5 + years of experience in a leadership/management position with experience overseeing diverse teams.
- Knowledge and familiarity with the rules and regulations of USAID.
- Excellent written and oral communication skills
- Ability to work in a team, communicate well, meet deadlines and make recommendations for change.
- Excellent computer skills, in word processing and spreadsheets
- Language: French & English proficiencies

Preferred

- Experience & knowledge in Word and Excel
- Knowledge and demonstrated experience in the use of current procurement and fleet management software tools and systems

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- Experience in operations management in DRC and other settings

Expectations:

- Demonstrates integrity/honesty and ability to promote integrity and business ethics by modeling ADRA’s values and ethical standards.
- Strong analytical skills
- Focuses on impact and result for stakeholders and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Self-control, calmness, good demeanor even under intense pressure
- Availability even beyond regular official hours whenever necessary in the light of the exigencies of the work.
- Proactiveness, creativity and taking appropriate initiatives to adequately address challenges
- High level of responsiveness and work ethics
- Ability to deliver expected results under minimal supervision.
- Demonstrates openness to change and ability to manage complexities
- Willing to travel and spend at least 40% of the time supporting field teams in the project areas
- Leadership skills and ability to ensure effective teamwork, collaborative behavior and team spirit and conflict resolution.
- Ability to develop collaborative and harmonious relationships with external partners and all stakeholders.
- Previous experience within a conflict and/or post-conflict and multicultural setting highly desirable
- Excellent communication and negotiation skills to persuade and positively influence others
- Ability to multi-task and prioritize work schedules

➤ **HOW TO APPLY**

- We invite you to post your CV in Microsoft Word format **in English** (compulsory mention of the position title in subject of your application): "**SENIOR OPERATIONS MANAGER**" and your application letter (**in English**) via our website (complete the application form: TDZRecruit@adradrcongo.org no later than **"November, 25, 2024"**)
- Provide us with three references in connection with your previous employments;
- Only prequalified candidates will be invited;

“ Qualified woman are encouraged to apply.”

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