

# OPERATIONS MANAGER

**Location:** Dili, Timor-Leste

**Position Status:** Full-time, Regular

**Salary Level:** 6a

## About Mercy Corps

Mercy Corps is a leading global organization powered by

Since establishing operations in Timor-Leste in 2007, we have earned a reputation for innovative and high-quality programming. We promote a community-led, market-based approach to addressing key challenges to improved wellbeing through greater resilience, resolved root causes of poverty, and inclusive economic growth so that Timor-Leste is able to thrive beyond oil.

## Department Summary

The Operations Department provides key support to the entire country office for Procurement, Administration, Asset Management, IT, Fleet Management, and Facilities and Office Management for Mercy Corps in Timor-Leste. Its primary function is to provide these services in an excellent and timely manner to our full portfolio of programs, ensuring Mercy Corps' internal, as well as donor rules and regulations are respected and adhered to.

## General Position Summary

The Operations Manager leads the Operations Department to ensure resources are planned and utilized towards effective program support. S/he is accountable for ensuring all procurement, administration, asset management, IT, fleet management, logistics, and facilities/office management functions for Mercy Corps in Timor-Leste are of the highest caliber, timely, and adhere to organizational, donor and government of Timor-Leste rules and regulations. Reporting to the Country Director, the Operations Manager is a key leadership role within the organization.

## Essential Responsibilities

- Manage reliable and cost-effective operations and effective implementation of the strategies of Mercy Corps towards the right direction, including supervision of facilities & office management, information technology, procurement, asset management, fleet management and warehouse management.
- Provide leadership to Operations team to ensure timely provision of operations support for program implementation
- Ensures compliance requirements of Mercy Corps and rules and regulations of applicable donors
- Collaborate closely with HR and Finance Departments to ensure high quality support services to all programs.

## Responsibilities of Operations Manager:

### STRATEGIC OVERSIGHT

Strategic oversight, direction and advice on all aspects of Mercy Corps operations management, aiming at the achievement of the following results:

- Successful contribution for implementation of country operations strategies and establishment of management guidelines.
- Advice on operations strategies, policies and plans affecting operations
- Analyzing Mercy Corps' operating environment in the country and adjusting operations and providing advice on contextual changes.
- Successful implementation of operational strategies and direct establishment of management achievements with operations.
- Promote continuous organizational learning culture with the empowerment of individuals and teams with the identification of learning needs. Create learning opportunities and ensure access to available learning resources.
- Ensures any registrations, leases, contract, insurance, etc. are continuously tracked and their status communicated to the CD; S/he ensures no unintended gaps in coverage occur.
- Ensures effective and timely oversight of all aspects of inventory management, including primary and secondary logistics and transportation, warehousing and similar storage management, stock control and detailed record keeping and reporting.
- Ensures all facilities, offices, equipment and other assets are well looked after, always accounted for, kept in excellent working order, and when any issues are found, s/he ensures they are reported and resolved in a timely and effective manner.

### IMPLEMENTATION OF POLICIES AND PROCEDURES

Implementation of appropriate operations policies and procedures that comply with Mercy Corps policies and procedures and with donor rules and regulations focusing on the achievement of the following results:

- Full compliance of operations with all Mercy Corps Global policies including Procurement and Logistics, Fleet Management, Field Asset and Warehouse management procedures and processes.
- Provide strategic, technical and managerial leadership in implementation of Global Procurement and Logistics in the country program.
- Act as Operations focal point for all internal and external audit matters in coordination with country management, including follow up on any identified action items
- Provide expert advice on Mercy Corps policies regarding resource management, tools, etc.
- Development of local policies and procedures with the support of country management and implementation of them.
- Ensure timely, excellent, and compliant procurement, administration and logistics systems and services are always available, accessible and designed to meet program need;

### RESOURCE MANAGEMENT

Effective and efficient resources management in administration, procurement, logistics and IT on the achievement of the following results:

- Ensure effective management of administrative / logistics resources and reporting in a systematic, transparent and efficient manner to country management.
- Responsible for provision of high quality and timely procurement and other program support.
- Exercising oversight over procurement processes and logistics ensuring compliance with Mercy Corps procurement policies and procedures as well donor rules and regulations.
- Oversee provision of transport and travel support (international and domestic).
- Oversight on maintenance of proper custody of Mercy Corps assets, warehouse inventory and general inventory in compliance with agency standards and policies.
- Ensures Mercy Corps and its interest are always prioritized and protected, especially concerning liability and leverage, when developing, reviewing and proposing contracts and agreements where Mercy Corps is a signing or otherwise obligated party

## TEAM MANAGEMENT

- Ensures all members of the Operations Team are continuously trained, understand and adhere to relevant published organizational, donor and government rules and regulations and adapts or develops new trainings, systems, tools, and templates when pertinent solutions are required but do not readily exist
- Develop the capacity of the team, deepen understanding of their roles and assist with career development.
- Assist team members with information, tools, and resources to improve performance & reach objectives.
- Promote accountability, communicate expectations, and provide constructive feedback informally and formally via regular one on ones and performance reviews.
- Create and sustain a work environment of mutual respect where team members strive to achieve excellence.
- Hire, orient and lead team members as necessary.
- Work with all Mercy Corps staff to ensure smooth introduction and adoption of operational systems.

## SECURITY

- Fulfill responsibilities of security focal person, including but not limited to: identify and analyze potential risks and vulnerabilities to the organization, its staff and partners and propose mitigation measures, ensure Security Management Plan is updated regularly, provide security briefings to new staff and visitors, and represent MCTL for INGO security forum
- Ensure compliance with security procedures and policies as determined by country leadership.
- Proactively ensure that team members operate in a secure environment and are aware of policies.

## Supervisory Responsibility

All Operations staff (Procurement, Logistics, IT, Fleet and Travel) staff

## Accountability

Reports Directly To: Country Director

Works Directly With: Human Resources Manager, Finance Manager, Program Managers, Regional staff

## Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

## Minimum Qualification & Transferable Skills

- University degree in a relevant field
- Minimum of 3 years senior management experience in operations, administration, and procurement in INGO sector
- Experience managing administration, procurement, logistic, and/or warehouse systems.
- Strong interpersonal skills and ability to establish and maintain effective working relationships with colleagues in a diversified working environment
- Excellent verbal and written communication in English and Tetum required
- Proven supervisory ability and/or technical skills combined with leadership
- Skills in managing, organizing, planning, and implementing tasks under pressure of frequent and tight schedules.
- Strong ability to apply good judgment and decision-making skills
- Demonstrated analytical and problem-solving skills in handling management and coordination issues at country program level.
- Skills in all Microsoft Office applications, especially Excel
- Demonstrate leadership working both independently and cooperatively in team members

## Success Factors

The successful Operations Manager will be good at problem solving and have the ability to work out methods to deliver successful programs while demonstrating excellent stewardship of donor funds and compliance with Mercy Corps and donor regulations. They will maintain strong cooperative relationships with other departments and interact effectively with international and national personnel both in a managerial as well as training capacity, while demonstrating the ability to multi-task, meet deadlines and process information in support of changing program activities. They will be able to work closely with a diverse team of individuals and be willing to travel regularly to Mercy Corps field offices. The most successful Mercy Corps staff members have a strong commitment to teamwork and accountability, thrive in evolving and changing environments and make effective written and verbal communication a priority in all situations.

## Living Conditions / Environmental Conditions

The position is based in Dili and it requires up to 20% travel to support field offices.

## Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development



## Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

## Equal Employment Opportunity

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

## Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

## Signatures

---

Employee	Date
----------	------

---

Supervisor	Date
------------	------