CARE INTERNATIONAL IN UGANDA

CARE OPPORTUNITY

About CARE International
CARE is a global leader within a worldwide movement dedicated to ending poverty. We are known everywhere for our unshakeable commitment to the dignity of people. CARE works around the globe to save lives, defeat poverty and achieve social justice. We seek a world of hope, tolerance and social justice, where poverty has been overcome and all people live with dignity and security. We put women and girls in the centre because we know that we cannot overcome poverty until all people have equal rights and opportunities. CARE has been working in Uganda for 50 years and in 2019/2020, we improved the lives of 2.6 million people (60% women). Our goal for the next five years is to reach ten million people, through our gender transformative, resilience building, and lifesaving programs.

As part of the on-going reorganisation at CARE Uganda, the organisation has undertaken a review of its program-support function and is seeking to recruit highly competent professionals with a passion to support the most vulnerable women and girls. If you are Ugandan, and you believe in gender empowerment, as well as integrity, innovation and excellence at work, please consider joining a winning team in any of the jobs below. We seek to recruit Ugandan professionals who are passionate about gender transformation, building resilience and empowering women and girls to join this noble fight against poverty and injustice by filling up the following position:

1. Operations Coordinator, 1 Position, Location: Kampala

Job Summary
The operations coordinator oversees the functions of Safety and security, Procurement, Asset Management, Logistics, Operational Administration, Transport & Fleet management, and quality control of administration processes within the CARE Uganda Country program. Under the direct supervision of the Operations Director, the Operations Coordinator will take a leadership role in executing effective and efficient procurement, administration, logistics and asset control management in CARE Uganda ensuring values and competencies in maintaining transparency, integrity and compliance with established rules and regulations of CARE and the respective donor regulations. The incumbent will undertake performance management reviews for direct reports and draw up development action plans as necessary.

Application Procedure:
Candidates who are interested in the above job should submit an updated CV and Application letter giving a day time telephone contact and names, telephone contacts and email addresses of 3 (three) work related referees only through our recruitment email: (ugarecruitment@care.org) clearly indicating the job title in the email subject. CVs will be received until 17th July, 2020. For any questions please call our office on 0312258100/150

CARE IS AN EQUAL OPPORTUNITIES, GENDER SENSITIVE, CORRUPTION, SEXUAL EXPLOITATION AND ABUSE INTOLERANT EMPLOYER. Please Note that CARE International in Uganda does not ask any applicant payment for any recruitment process

N.B: Refer to the Job description below for more details about the job
I) Job Summary:

The operations coordinator oversees the functions of Safety and security, Procurement, Asset Management, Logistics, Operational Administration, Transport & Fleet management, and quality control of administration processes within the CARE Uganda Country program. Under the direct supervision of the Operations Director, the Operations Coordinator will take a leadership role in executing effective and efficient procurement, administration, logistics and asset control management in CARE Uganda ensuring values and competencies in maintaining transparency, integrity and compliance with established rules and regulations of CARE and the respective donor regulations. The incumbent will undertake performance management reviews for direct reports and draw up development action plans as necessary.

The position reports to the Operations Director.

II) Key Responsibilities and Tasks

Responsibility 1: Procurement Management
- Coordinate the entire process in the planning of procurement activities, ensuring effectively-functioning processes to avoid costly delays based on projects’ procurement plans;
- Ensure effective lines of communication between the Project/Programme Managers and the support team to ensure priority requirements, timely delivery of goods, works and services using the CARE procurement procedures and guidelines;
- Ensure full compliance of procurement activities with the CARE’s Procurement Manual, Donor’s Regulations;
- Implement effective internal control, proper design and functioning of a client-oriented procurement management system for projects and related reporting requirements;
- Ensure effective use of internal Standard Operating Procedures in Procurement, control of workflows, continuous business monitoring and improvements in systems and processes;
• Coordinate and monitor all transactional procurement including tendering processes, evaluation, contracting, contract management, legal considerations, payment conditions, contractors’ performance evaluation and risk assessment; this will include preparation of appropriate procurement documentation leading to the approval of Purchase Orders and contracts;

• Develop and manage the list of suppliers, elaborate supplier selection and evaluation, quality and performance measurement;

• Review weekly, monthly and quarterly procurement status report for all purchases and share the Report with Senior Management Team and all Project Managers on a weekly basis;

Responsibility 2: Supplier Management

• Evaluate potential suppliers using developed and agreed criteria to support alignment and understanding of the expectations and requirements of engagement;

• Monitor and report on the performance of selected vendors to ensure timely delivery in line with contractual obligations and performance metrics and ensure deactivation/blacklisting of non performing vendors or vendors that deliver substandard goods;

• Coordinate outward communication to vendors to facilitate understanding and awareness of organizational strategic direction, changes and challenges;

• Coordinate the interaction between vendors and internal program deliveries to provide adequate visibility of interdependent initiatives and program activities;

• Liaise with procurement vendors to review, report on and revise contractual agreements as necessary;

• Monitor initiation of vendor enlistment process; review checklist, vendor evaluation, vendor documentation for vendor selection processes; maintain updated Approved Vendor List (AVL)

• Ensure enterprise-wide needs for due diligence, risk assessment and continuing vendor monitoring are being accomplished;

• The tracking, measurement, reporting and evaluation of vendor performance and ensure yearly vendor de-activation process in PeopleSoft;

• Ensure Bridger Check are done for all Vendors, Employee and Consultants;

• Troubleshoot all vendor problems and present to management as required.

Responsibility 3: Administration and Fleet Management

• Coordinate the maintenance and repair of vehicles, motorcycles and generators, inclusive of monitoring maintenance schedules, fuel consumption, registration and insurance. Also, monitor maintenance and fuel usage costs to ensure cost-efficiency.

• Support the management, negotiation and payment of Lease Agreements.

• Ensure proper management, maintenance and usage of telephone.

• Supervise the Operation Officers in the performance of their technical tasks and responsibilities as defined in the job description. Ensure that Sub-Office administrative tasks are completed per policy and procedures, reports are accurate and timely, and activities are efficient and cost-effective. Ongoing monitoring, analysis, and follow-up as required. Also, develop and implement recommendations to reduce costs in the Sub-Office administrative areas.

• Coordinate all administrative activities of the CO to include the following: ongoing cost and system analyses, structures and cost centres; efficient integration of administrative activities, and; policy and procedure development and implementation.

• Supervise the country office to ensure that the maintenance, repair and organization are effective and presents a professional image.

Responsibility 4: Asset Control & Management

• Provide input and advice on key strategies, policies, procedures, systems and processes as they relate to assets management;

• Support the development and implementation of CARE Uganda’s Asset Management Plan/s for offices buildings and other movable assets;

• Preparation of the yearly property insurance requirement and manage the sourcing of the general and asset insurance covers;
• Coordinate with responsible support staff and make sure all assets are recorded and tagged as per the organization’s Asset policy:
• Ensure yearly physical count process of CO Assets with full documentation and reconciling with the Master Asset register;
• Recommend for disposal of Assets as per CARE Uganda’s and Donor’s regulation coordinating with Program management, ACD-PS and the Donors level, if required;
• Oversee the implementation of asset maintenance providing professional oversight to protect the CARE Uganda’s resources;
• Support in assessment and management of risks associated with current assets and work to minimize losses on assets;

Responsibility 5: Logistics Management
• Responsible for inventory including all receipt and issuance. Assure accuracy of all documentation;
• Implement end-to-end supply chain management to ensure product visibility throughout the supply chain process;
• Provide the needed logistics support to Programme management ensuring hand over of commodities to the respective program;
• Liaise with suppliers and transport companies and receive feedback; monitor the quality of services provided;
• Coordinate training, supervision and monitoring plan to ensure that logistics policies and procedures are adhere to by staff;
• Make recommendations to improve productivity, quality, and efficiency of operations during times of Disaster Response;
• Support assessments and creation of implementation plans for Disaster Response needs and assure appropriate use of logistics resources for all activities;
• Controls inventory levels by conducting physical counts; reconciling with data storage system;

• Coordinate quarterly security awareness training for every office location.
• Timely update and roll out of Safety and Security Protocols.
• Coordinate Safety and Security assessments for all location before deployment.
• Ensure all offices are fitted with appropriate Safety & Security tools/equipment/ware like fire extinguishers, burglar doors, guards, cameras, security communication tree, key management policy, etc.
• Confirm completion of the Safety & Security course on CARE academy by all staff.

Responsibility 7: Performance management and supervision
• Develop the General Services Annual Operating Plan (AOP) and the Individual Operating Plans (IOP) and the Annual Performance Appraisal (APA) systems for all direct reports.
• Provide overall management of the Operations Officers, Drivers and Office assistants
• Provide leadership, guidance, mentoring and identify training opportunities for personal and professional development to the operations staff.
• Maintain a positive participatory work environment where information is shared, inputs are considered and a healthy team spirit thrives. Initiate and encourage inter-sectoral mission wide information sharing and corporation.

Job Responsibility #8 : Promote Gender Equity and Diversity & Safeguarding Practices All the time
• Practice a behaviour that is consistent with CARE’s core values, and promotion of gender equity and diversity goals;
• Plays a leadership role in identifying and implementing initiatives that enhance CARE’s commitment to gender and diversity.
• Ensure that CARE Safeguarding policies and procedures are adhered to by all and the staff that S/he supervisors both directly or indirectly
• Ensure that staff and related personnel under your jurisdiction are familiar with the following organisational policies and procedures and can identify when needed how these may have been breached; The CI Safeguarding policy, Protection from Sexual Harassment, Exploitation and Abuse and Child Abuse, The anti-discrimination and harassment policy, The code of conduct and the organizations Values.

III) Competencies
• Excellence: Sets high standards of performance for self and/or others; successfully completes assignments; sets standards of excellence rather than having standards imposed; ensures interactions and transactions are ethical and convey integrity.
• Integrity: Maintains social, ethical, and organizational norms; firmly adheres to codes of conduct and ethical principles inherent to CARE.
• Communicating with Impact: Diplomatically, logically and clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the recipient / audience and helps them understand and retain their message.
• Facilitating Change: Supports and manages the change process at CARE Uganda by developing a culture affirmative of change; encouraging others to seek and act upon opportunities for different and innovative approaches to addressing problems and opportunities; critically analyzing evolving and fluid situations; facilitating the implementation and acceptance of change within the workplace; actively engaging with resistance to change.
• Strengthening Partnership: Identifying and utilizing opportunities within and outside of CARE Uganda to develop effective strategic relationships between one’s area and other areas/departments/units or external organizations to achieve CARE’s objectives.
• Management Excellence: Makes the connection between values and performance. Influences the performance of others, and ultimately, the performance of the organization. Sets direction, coaches & develops, promotes staff wellness & safety, practices & promotes compliance, models gender equity & diversity, communicates effectively.
• Developing Teams: Using appropriate methods and a flexible interpersonal style to help build a cohesive team; facilitates the completion of team goals.
• Diversity - Promoting, valuing, respecting and fully benefiting from each individual’s unique qualities, background, race, culture, age, gender, disability, values, lifestyle, perspectives or interests; creating and maintaining a work environment that promotes diversity.
• Adaptability - Expected to well adjust with the country, the CO operating environment and with the Project team to function effectively and efficiently
• Coaching - Ability to demonstrate to enhance skills and capacity of staff working in the field and office for them continue to serve CARE in the future program activities

IV) Qualifications (Know-How)
Required:
Ideal candidate should have exceptional organizational skills, analytical, excellent time management, be goal-oriented and self-motivated. He/she should have proven experience working in a busy office environment where multi-tasking and prioritizing were required.
The candidate should thrive at solving problems quickly and can keep cool in stressful situations with a strong bias for action. They should excel at cross-functional teamwork & communication; be an excellent written and verbal communicator with a knack for always finding the right tone.

b) Education/Training
Required
• University degree in a business related course from a recognized institution;
• A relevant post graduate degree is an added advantage

c) Experience
Required
• Minimum 4 years of experience in a related position.

d) Desired
• Experience working in international NGO is desired;
• Membership to a professional body is an added advantage
e) Technical skills

Required

- Strong leadership skills to enable holder to manage and grow a team that is experienced and ambitious.
- Can work independently with minimal close-support from the supervisor.
- Management of a complex administrative section requiring quick problem definition and development of solutions. Will take the initiative and consistently provide practical solutions to urgent problems.
- Firm belief in teamwork, gender equity, transparent and participatory approaches and sustainable development.
- Good communication skills both oral and written.
- Strong people management skills.
- Proficiency in Microsoft Office and administrative software applications
- Ability to quickly learn new systems, processes and procedures and adapt local practices to global standards
- Ability to maintain customer focus while handling multiple priorities
- Solid analytical and problem solving
- Facilitation skills to conduct training sessions for small, medium and large sized groups;
- Relevant donor policies & procedures

V. FREEDOM TO ACT
A) General Accountability
The incumbent’s decisions are contributory in terms of maintaining organizational policies and procedures.

VI. CONTACTS/KEY RELATIONSHIPS.
The incumbent is expected to work in close collaboration with both internal (all staff categories) and external (mainly vendors) stakeholders as necessary.

VII. Working Location.
The position is based in Kampala.

VIII. Expected percentage of time travelling
Travel to other parts of the country (estimated at 30% of work time) is a core requirement of this position. Occasional travel outside Uganda may be necessary.

Job holder’s Signature: ___________________________ Date: ________________

Immediate Supervisor’s Signature: ___________________ Date: ________________

Next Level Supervisor Signature: ____________________ Date: ________________