**Concern Worldwide Bangladesh**

**JOB DESCRIPTION**

**Head of Administration and Logistics**

Concern Worldwide is an international humanitarian organisation dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world’s poorest countries. Concern started working with the people of Bangladesh in 1972 by extending its support after the devastating cyclone of 1970. Since then, Concern Worldwide has been working to address extreme poverty in the most vulnerable communities of the country by implementing needs based, innovative humanitarian and development projects. Concern Worldwide, Bangladesh has been implementing development, emergency and Rohingya Response Projects with the funding from different donors. Concern has been implementing its project directly and also through partnership with local, national and international NGO.

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| **Job Title:** | **Head Of Administration And Logistics** |
| **Job Location:** | Head Office, Dhaka, |
| **Reports to:** | Operations Director |
| **Staff Management** | Admin Coordinator, Procurement Specialist |
| **Contract details:** | 05 years contract |

**Job purpose:**  S/he will provide coordination for administrative and logistics functions in Bangladesh to ensure that effective and efficient support is provided to program activities and to ensure the quality of program delivery in line with Concern’s policies and procedures. The Head of Administration and Logistics will be responsible for overseeing procurement, warehousing management, fleet management, fixed asset management, and donations in kind. S/he has to have staff supervision skills, and the ability to deal with difficult situations is a major feature of this role as you will be overseeing administrative and logistics support systems. He or she will also be expected to assist in developing accurate transport and administration budgets for donor proposals and as part of Concern’s annual budget processes. He or she will provide support to the Operations Director for security management and implement environmental strategy. He or she will also ensure proper admin and logistics support and visits for partners.

**You will be responsible for:**

**Programme Support**

* Provide technical advice and support to programme coordinators and managers on specific administration and logistics issues to ensure the efficient implementation of programmes.
* Ensure that all staff are trained on and comply with Concern’s Procurement, Transport and Warehouse Manuals.
* Support the Operations Director at the start of any new donor contract to have a Procurement plan(PP) in place, identify and communicate all donor-specific requirements to the relevant personnel in all departments to ensure compliance throughout the duration of the project
* Advise programme staff on distribution systems to communities, (including DIK) & programme sites and ensure that they are in line with donor requirements.
* Advice on compliance with policies and document through systematic and random verifications of policy implementation and logistics records. Ensure there is consistent & constructive support to other departments to ensure effective, compliant polices & procedures.

**Transport Management**

* Ensure effective fleet and fuel management systems (cars and generators) are in place at country office and the field office(s) in accordance with Concern procedures
* Ensure all monthly transport reports on fuel usage, mileage, repairs and maintenance for each vehicle, motorbike and generator are accurate and submitted to the operations Director in a timely manner and review these for any potential issues.
* Ensure the timely and accurate completion of vehicle log sheets and fuel control documents with monthly reporting and reconciliations for Country Office and the field offices(s).
* Conduct monthly analysis of transport information to inform SMT about fleet situation and to raise any concerns to the SMT attention.
* Revise transport contracts to ensure they comply with Concern guidelines and legal requirements.
* Ensure that effective and timely transport support is provided to all aspect of the programme.
* Ensure that an internal vehicle maintenance plan exist for all Concern vehicles and that all vehicles and drivers comply with national transportation regulations.

**Procurement**

* Ensure Concern and donor procurement procedures are understood and complied with by all relevant personnel.
* Ensure the field office Logistics team maintains a clear, well-documented paper trail in their files.
* Work with the programme teams to develop realistic annual procurement plans and ensure that these are maintained and updated.
* Manage and coordinate with relevant procurement staff to ensure all procurements are tracked and delivered effectively and efficiently.
* Oversee the Supplies Request Tracker System process (revise and consolidate), ensure that it’s completed and shared with the SMT, all Budget holders and logistics staff on a weekly basis.
* Establish and follow up framework agreements for strategic items categories contributing to the improvement of Bangladesh’s procurement efficiency.
* Keep an up-to-date database of local suppliers (including preferred suppliers list) and prices list of frequently needed goods and services.
* Establish, develop and manage relationships with local suppliers and relevant stakeholders where applicable to allow good networking and information on market situation for Concern Bangladesh’s procurement efficiency.
* Oversee the clearance process for imported goods and ensure that all necessary documents are produced to facilitate the process if require.

**Warehouse Management**

* Ensure that all procedures and controls are in place for warehouse including storage and movement of goods and materials in other locations.
* Conduct physical periodic stock and inventory spot counts/checks ensuring that prompt actions are taken where discrepancies are reported.
* Ensure monthly stocks reports are prepared including DIK and all submitted to Operations Director by the scheduled time.
* Oversee all warehousing facilities according to Concern standards and procedures, ensuring all items are stacked correctly and can be easily counted. Make sure the warehouses are kept clean and secured, and all damaged items are reported and dealt with as per existing Concern logistic procedures.
* Advise and support field and programme teams on stock planning and management to ensure programme objectives are met.
* Advise programme and field teams on distribution systems when required.

**Fixed Assets Management**

* Maintain a centralized up-to-date fixed assets register for Bangladesh in coordination with the IT Manager and carry out semi-annual and annual assessments;
* Ensure all assets lists and inventories are properly and physically tagged, recorded and maintained and a report made on quarterly basis to Operations Director and CFC.
* Ensure a disposition plan is presented to SMT in line with Concern’s and relevant donor rules every year for deliberation and that all records related to authorized disposals are maintained.
* Advise on disposal and replacement of assets as appropriate.
* Ensure all office equipment are in good working condition.

**Financial Management**

* Develop accurate transport and administration budgets for donor proposals and as part of Concern’s annual budget processes. Work with teams to ensure donor budgets include the required systems support for programme implementation.
* Manage transport and administration expenditure and budgets in consultation with Operations Director, ensuring resources are optimally utilized and spending is in line with Concern financial procedures and Donor requirements.

**Staff Management**

* S/he will be responsible to ensure PDRs are completed on an annual basis for all logs/admin personnel.
* Lead and manage Admin and Logistics Staff, contributing to their capacity building and career development through on-the-job training and coaching, including in particular a thorough induction at the start of their contract
* Ensure each member of the team fully understands outcomes which are expected of them by setting SMART objectives, and that they are aware of the success criteria relating to their work
* Monitor and review performance and hold staff accountable for meeting the success criteria; give corrective feedback where required and take decisive action in the case of poor performance
* Ensure that work within the team(s) is planned and organised in a way which will meet the organisation’s needs in the most cost effective manner possible; ensuring that team members are given appropriate workloads and are working efficiently while also ensuring appropriate segregations of duty for control purposes

**Partnership Support:**

* Work with relevant colleagues and partner staff to ensure capacity-building support by conducting Concern’s partnership assessment tool.
* Review the partner’s procurement plan and capacity on a regular basis, identify the risk, and work with the operations director to finalize the risk management strategy.
* Work with the partnership assessment committee.
* Finalize the partner capacity development plan, prepare the support plan, and also implement the plan.
* Regularly visit the partner organization, organize training, and carry out random spot checks.

**Capacity building, Training & Outreach and Office Management:**

* Identify skill gaps of logistics and programme personnel and produce development plans to facilitate full implementation of Concern’s policies, as outlined in procurement, warehousing and transport manuals to enable logistics management tools to design and implement quality programming without compromising accountability and integrity.
* Actively participates in regularly scheduled meetings to enhance and develop integrated logistics support to program activities, and bridge gap where Procurement committee may be overwhelmed.
* Advice management on normal lead times on major procurements to be undertaken and find acceptable ways to minimize this to enable prompt response to beneficiaries.
* Ensure office security and cleaning as per Concern policy and procedure. Work with the Operations Director to develop a security management plan and execute it accordingly.

**Equality and Accountability:**

* Ensure the highest stands of accountability through ensuring good communication and information sharing within and outside the programme.
* Be aware of, understand and comply with all of Concern’s policies and procedures (Code of Conduct and Associated policies, finance, logistics, HR, security management etc.).
* Undertake other related duties as may reasonably be assigned by the Operations Director.
* Ensure staff are aware, and consent to Anti-Fraud and Whistle Blowing Policy committing to the highest possible standards of openness, transparency and accountability in all Concern affairs.

**Emergency Response**

Concern is committed to responding to emergencies efficiently and effectively in order to help affected people meet their basic needs, alleviate suffering and maintain their dignity. To this end, when emergencies strike and the Bangladesh Programme is to respond, all staff are required to actively participate in the response, regardless of location and contribute to the efforts aimed at achieving the humanitarian objective of the organization.

**Accountability**

* In line with Concern’s commitments under the Core Humanitarian Standard (CHS):
* Actively promote meaningful community participation and consultation at all stages of the project cycle (planning, implementation, M&E);
* Work with relevant colleagues to ensure that the Complaints and Response Mechanism (CRM) is functional and accessible, that feedback and complaints are welcomed and addressed;
* Work with relevant colleagues to ensure that information about CRM, safeguarding and expected staff behaviour is disseminated among programme participants and communities.

**Education, qualifications & experience required:**

**Essential**

* Master’s Degree /MBA in management, Business Administration is preferable
* Three years’ experience in a core operations management role with an international NGO. Total experience is 7 years with the logistics and administration department of an NGO.
* Experience in managing a team and in staff capacity development
* Experience managing logistics systems in an emergency environment
* Cross-cultural awareness and sensitivity
* Empathy with Concern’s goals and a commitment to capacity building, protection, and participation
* Good communication, training, and capacity-building skills
* Ability to build teams and work in a participatory/integrated manner
* Ability to work on own initiative

**Flexible, patient and adaptable to a changing environment**

* Ability to work under pressure with numerous deadlines
* Knowledge of computer applications i.e. Microsoft word, Excel, communications systems
* Ability to live and work in a close team environment in a challenging and remote location
* Have excellent interpersonal, written and oral communication and presentation skills;
* Ability to work with minimum supervision;
* Ability to multi-task and work within deadlines;
* Knowledge of databases and skills needed to access, assess, and analyze information; Basic analytical and statistical skills

**Desirable**

* Basic Financial management
* Good Knowledge of Procurement and Transport and Warehouse policy and procedures
* Understanding of Bangladesh labour law
* Due to the urgency of this position, applications will be short-listed on a regular basis and we may offer posts before the closing date.

***Concern Code of Conduct and its Associated Safeguarding Policies***

*Concern has an organisational* ***Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy.*** *These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the* ***highest standards in the day-to-day conduct in their workplace in accordance with Concern’s core values and mission****. Any candidate offered a job with Concern Worldwide will be expected to* ***sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment****. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the* ***safeguarding*** *and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with*

*vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including* ***criminal background checking.***

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| Line Manager’s name | Signature Signed |
| Date |
| Employee’s name | Signature |
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