

Together we can beat poverty for good. Will you join us?

# HEAD OF ADMINISTRATION, LOGISTICS & IT

## OXFAM IN BANGLADESH

Closing Date : Midnight (GMT), Date: February 08, 2023

Telephone Interviews : N/A

Interview Date : TBC

Vacancy Reference : **INT9310**

**Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people, adults and beneficiaries with whom Oxfam GB engages. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our [values](#) are recruited to work for us.**

The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. Oxfam GB also participates in the [Inter Agency Misconduct Disclosure Scheme](#). In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms his/her understanding of these recruitment procedures.

We are committed to ensuring diversity and gender equality within our organisation and encourage applicants from diverse backgrounds to apply.

## Shaping a stronger Oxfam for people living in poverty.

### ABOUT OXFAM

Oxfam is a global community who believe poverty isn't inevitable. It's an injustice that can be overcome. We are shop volunteers, women's right activists, marathon runners, aid workers, coffee farmers, street fundraisers, goat herders, policy experts, campaigners, water engineers and more. And we won't stop until everyone can live life without poverty for good.

Oxfam GB is a member of the international confederation [Oxfam](#).

### OUR TEAM

Oxfam in Bangladesh works in collaboration with others to influence key actors by investing and mobilizing knowledge and resources towards just, safe, and sustainable impact for the poverty-stricken and the most vulnerable. We are guided by the values of accountability, empowerment and inclusiveness rooted in feminist principles. We have just developed a new Country Operating Model for 2020-2025. The vision will be realised through four thematic goals which include: (1) Gender justice and Social Inclusion; (2) Economic Inclusion and Justice; (3) Climate Justice and Natural Resource Rights; (4) Humanitarian Action and Disaster Resilience. The teams reporting to the Head of Administration, Logistics & IT provide high quality, effective support to the programme in Bangladesh. The teams are currently based in Dhaka and Cox's Bazar.

### JOB PURPOSE


The Head of Administration, Logistics & IT leads the teams which focus on logistics, administration and IT. This includes activities for both the country programme and humanitarian responses such as procurement, warehousing, field logistics, office and travel management, support and capacity building to partners. They ensure that these functions within Oxfam in Bangladesh support the whole country programme efficiently and effectively.

### WHAT THE RECRUITING MANAGER HAS TO SAY ABOUT THE ROLE?

We are looking for a top-notch logistics and champion to lead logistics and administrative functions and partner based long-term development programmes spread across various geographic locations within Bangladesh. The person must have demonstrated experience to deal with a large team in Bangladesh and maintain functional collaboration across a networked organization globally. This position is expected to play the overall responsibilities –

- Ensure that Admin & logistics functions and activities appropriately addressed gender and diversity considerations
- Identify and addresses capacity gaps and provide ongoing counselling and support to partners
- Train and accompany partners to develop skills necessary to assure effective logistics support to the development and humanitarian programme
- Maintain an overview of the admin & logistics needs and country programme
- Ensure a high-performance management culture, open trustworthy relationships and integrity to enhance smooth staff relations and accountability

## CORE DETAILS

<b>Location:</b>	Dhaka, with travel to field and partners		
<b>Salary:</b>	As per Oxfam in Bangladesh Pay scale		
<b>Internal Grade:</b>	C1		
<b>Division</b>	International	<b>Job Family:</b>	Business Support/Admin
<b>Contract type:</b>	Fixed term		
<b>Hours of work:</b>		37.5 hours per week. This is a full-time role; however, Oxfam offers various flexible arrangements which candidates can discuss with the Recruiting Manager at interview stage	
<b>This role reports to:</b>	Operations Director		
<b>Staff reporting to this post:</b>	Logistics & Admin Officer, IT personnel, Admin Assistant		
<b>Annual budget for the post:</b>	As per DOA and KDM		
<b>Key relationships/interactions:</b>	Leads the Logistics, Admin & IT teams, liaises with suppliers, programme, funding, external bodies/Vendors, P&C, Security Lead.		
<b>Screening checks:</b>	All successful candidates will be screened through <a href="#">Refinitiv World-Check One</a> to comply with counter terrorism and financial sanctions regulations.		
<b>References:</b>	Should you be successful and not already employed by Oxfam GB, we will require minimum of two references covering five years of employment history.		
<b>DBS checks (for roles based in the UK):</b>			N/A
It is a requirement in the UK for a new DBS check at enhanced level for every new member of staff who works directly with, or has regular contact with, children or vulnerable adults in the UK (consistent with DBS guidance and relevant law).			

## KEY RESPONSIBILITIES

### Technical

#### Office and Travel Management (35%):

- Maintaining fully functional office spaces with necessary support systems in place. This includes quality check of equipment, supplies, utilities and office related services and health and safety risk assessments
- Complete regular user feedback review on office support systems and take necessary steps for improvement
- Ensure necessary support systems for child-care facilities, safe space for women and disability inclusion and safeguarding at all Oxfam premises (where possible).
- Maintain efficiency of office (and rental) vehicles, ensuring regular quality check and servicing and make necessary improvement or replacements if necessary
- Maintain communication facilities (T&T, GPRS, & Mobile), update policy and monitor usage
- Ensure visa support, ticketing, booking accommodation and amenities for Oxfam work related travel for staff as well as participants invited by Oxfam (which may include out of hours support). Ensure welcome pack, security plan and other relevant documents are provided to staff and visitors
- Provide security briefings to staff and visitors to the programme in the absence of the Security Advisor
- In liaison with the Security Advisor maintain optimum security awareness for all staff members

#### Logistics (35%):

- Ensure compliance to the standard Oxfam Logistics procedures, processes and documentation
- Oversee, and advise on, the logistics processes involved in humanitarian responses including procurement, warehousing, distributions, communications, transport, scale up and closure phases of responses
- Maintain a robust list of suppliers and have framework agreements in place to be able to source necessary quality products with speed and according to Oxfam procedures
- Supporting and providing advice to programme teams to ensure supply plans are in place for all grants. Support to programme team to prepare optimum procurement budget during project and programme planning, including partners.
- Support to programme for large number of conferences, trainings and external meetings
- Overseeing and maintaining Helios processes/training in Bangladesh with support from the Senior Logistics & Admin Officer
- Responsible for logistics reporting to Node/OI, ensuring KPIs are met and CSA actions implemented
- Oversee the recording, maintenance and disposal of assets
- Ensure up-to-date stock registry across offices, warehouses and partners and keep country leadership informed about the status.
- Ensure regular inspection and quality review of items stored in warehouse to maintain good condition and update respective programme team on regular basis. Obsolete stock regularly reviewed and disposed of according to Oxfam procedures
- Coordinate the process of receiving and clearing essential items from outside the country for humanitarian responses

- Work closely with partners to ensure they meet Oxfam and donor compliance standards in procurement, quality and timely delivery in the logistics process as well as keeping track of contingency stocks maintained at partners' level
- Lead all procurement and logistics assessments of the country programme for emergency responses and ensure the logistics teams are conversant with the minimum standards for emergency responses
- Collaborate with Finance, Risk and Compliance team for audits, procurement and payment requests and P & C Team for consultancy arrangements

### **IT (15%)**


- Support the IT Team to ensure quality IT support is maintained for offices and staff throughout Bangladesh
- Support the IT Team/programme to ensure sufficient hardware is available and maintained for staff use
- Work with the IT Team to ensure that IT assets are procured, maintained and disposed according to Oxfam procedures
- Liaise with regional IT Team to ensure that Bangladesh is complying with Oxfam policies and software licenses
- Support the IT Team in the setting up of new premises and closure of premises

### **Leadership, Staff Management and Capacity Strengthening (15%)**

- Ensures co-ordination and effective communication between admin, logistics, IT and other support functions and programme teams.
- Completes the integration between admin and logistics teams in Country Office and Field Offices, including work process harmonisation and compliance with Oxfam procedures  
Ensures supports to strengthen Oxfam staff's capacity on supply chains processes, Oxfam's systems, policies and procedures. This may include leading face-to face and / or remote training when required.
- Ensures supports for partners' capacity strengthening on to develop supply and logistics planning, procurement and management.
- Develops, and maintains knowledge and awareness of Oxfam's strategic objectives and international operations and an understanding of the implications of this on overall compliance issues.
- Performance manages the Admin, Logistics & IT team members effectively to ensure they are performing as per agreed goals in a timely manner and ensures mutual accountability of these teams with rest of the country team. Addresses issues of under-performance within the teams
- Plans staffing to ensure that teams are adequately resourced
- Organises and prioritises workload to ensure that the Admin, Logistics and IT teams achieves their objectives whilst also ensuring a work-life balance for staff members
- Ensure the team members are provide with necessary support necessary to deliver agreed services to the larger team

### **Your commitment to Oxfam**

- Required to adhere to Oxfam's principles and [values](#) as well as the promotion of [gender justice and women's rights](#)
- Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles

PERSON SPECIFICATION	How this will be assessed? <sup>1</sup>			
 <b>Note to candidates:</b> Shortlisted candidates will be assessed on our organisational values and attributes at the interview stage. The successful candidate(s) will be expected to adhere to our code of conduct. We encourage candidates to read and understand our code of conduct <a href="#">here</a> .	Shortlisting	Interview	Presentation	Written Test
<b>Key Organisational Attributes</b>				
Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.		x		
Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work.		x		
Commitment to undertake Oxfam's safeguarding training and adherence of relevant policies to ensure all people who come into contact with Oxfam are as safe as possible		x		
<b>Organisational Values</b>				
<b>Accountability</b> – Our purpose-driven, results-focused approach means we take responsibility for our actions and hold ourselves accountable. We believe that others should also be held accountable for their actions		x		
<b>Empowerment</b> – Our approach means that everyone involved with Oxfam, from our staff and supporters to people living in poverty, should feel they can make change happen		x		
<b>Inclusiveness</b> – We are open to everyone and embrace diversity. We believe everyone has a contribution to make, regardless of visible and invisible differences		x		

<sup>1</sup> Whilst we make every effort to indicate how the candidates will be assessed against a criterion, this is subject to change and may be influenced by the quality of applications.

Oxfam Leadership Competencies

Oxfam Leadership Competencies	Shortlisting	Interview	Presentation	Written Test
<p><b>Mutual Accountability</b> - We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner.</p>		x		x
<p><b>Relationship Building</b> - We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organization</p>		x		
<p><b>Systems Thinking</b> - We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organizational decisions and actions.</p>		x		x
<p><b>Enabling</b> - We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support. We give more freedom and demonstrate belief and trust, underpinned with appropriate support.</p>		x		
<p><b>Essential - Experience, Knowledge, Qualifications &amp; Competencies</b></p>				
<p>Post graduate qualification in a related field of study and/or quality experience providing a range of administration, logistics and supply chains, liaison, and IT services to an organisation</p>	x	x		
<p>Substantial experience on administrative support functions including office and logistics services management to an organisation</p>	x	x		
<p>Proven knowledge of computerised systems and demonstrable experience of working with computerised logistics packages and spreadsheets.</p>	x	x		x
<p>Proven financial management skills and human resources skills.</p>		x		x
<p>Substantial experience on negotiating, influencing and liaising with government bodies particularly NGOAB</p>	x	x	x	

Good understanding of working with donor requirements (UN, GAC, SIDA, DFAT, ECHO, EU, DFID, etc.)		x		
Experience in capacity building; coaching and delivering training at an individual and group level.		x		x
Information management and IT skills with attention to detail in developing and analysing RTS, Stocks and Fleet Ops with cash forecast ability.		x		x
Proven experience in security management – including developing and implementing security policy/protocol.		x		x
Strong analytical and problem solving skills.		x	x	x
Strong communication skills including the ability to deliver complex and technical messages in simple terms.		x	x	
Commitment to Oxfam’s equal opportunity and gender policies. Demonstrated experience of integrating gender and diversity issues into logistics programmes.		x		
Fluent in both written and verbal communication in Bangla and English.		x	x	x
Commitment to humanitarian principles and action.		x		
Significant staff management experience and skills in developing teams	x	x		
<b>Desirable</b>				
Systems compliance with working knowledge in any supply chain application.	x	x		
Experience of working in highly complex political environments.	x	x		
Knowledge of the Rohingya / Cox’s Bazar response.	x	x		

At Oxfam, our job profiles provide a guide to what might be expected in the role. Along with our strategy, the job profile is used to help to shape specific goals for employees. Employees are supported to deliver these goals and they are annually assessed against them as part of the Oxfam performance review process. This job profile is not incorporated into the employment contract.



## HOW TO FIND OUT MORE ABOUT US

- Find out more about our pay & benefits [here](#). Get a feel of what it is like to work at Oxfam [here](#).
- Look at our 'How to apply' section for helpful tips [here](#).
- Technical glitch? If you have any issues when submitting your application, please contact [recruitmentteam@oxfam.org.uk](mailto:recruitmentteam@oxfam.org.uk)
- We are unable to accept prospective applications, but you can sign up for our job alerts [here](#)
- External applicants: <https://jobs.oxfam.org.uk>, Internal applicants: <https://jobs.oxfam.org.uk/internal>
- Find out about everything we do [here](#).

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**Oxfam GB is a Disability Confident Employer. Should you be unable to submit your application online and would prefer an alternative method please contact our recruitment team.**

## OXFAM LEADERSHIP COMPETENCY FRAMEWORK

Competencies	Description
<b>Decisiveness</b>	We are comfortable to make transparent decisions and to adapt decision making modes to the context and needs.
<b>Influencing</b>	We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organization. We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner.
<b>Humility</b>	We put 'we' before 'me' and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organization.
<b>Relationship Building</b>	We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organization.
<b>Listening</b>	We are good listeners who can see where deeper levels of thought and tacit assumptions differ. Our messages to others are clear, and consider different preferences.
<b>Mutual Accountability</b>	We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner.
<b>Agility, Complexity, and Ambiguity</b>	We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways.
<b>Systems Thinking</b>	We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organizational decisions and actions.
<b>Strategic Thinking and Judgment</b>	We use judgment, weighing risk against the imperative to act. We make decisions consistent with organizational strategies and values.
<b>Vision Setting</b>	We have the ability to identify and lead visionary initiatives that are beneficial for our organization and we set high-level direction through a visioning process that engages the organization and diverse external stakeholders.
<b>Self-Awareness</b>	We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviors to control and channel our impulses for good purposes.
<b>Enabling</b>	We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support. We give more freedom and demonstrate belief and trust, underpinned with appropriate support.