



JOB DESCRIPTION: OPERATIONS MANAGER

Department:	Operations
Reports To:	Country Program Manager
Duty Station:	Freetown, Sierra Leone
FLSA Status:	Exempt
Reviewed:	CPM/HR Manager
Approved By:	Penninah Iutung

Job Summary

To ensure timely accomplishment of the country program targets through judicious and efficient implementation of operational plans and targets including logistics management, procurement, inventory and supply chain management, renovations and maintenance of buildings, assets management, security, risk management, estate and fleet management and support set up of new clinic/projects. This will be achieved by working closely with the Country Program Manager, Human Resources Manager and other unit heads in effective planning, development & implementation of operational frameworks (i.e., on procurement; inventory & supply chain, asset management, security, operational risk, etc), monitoring/supervision and ensure compliance/adherence to AHF policies and procedures.

Essential duties and Responsibilities:

Include the following

1. Provide support and integrative coordination in the planning, development, and implementation of the program/health delivery systems.
2. Lead the implementation of country logistics, procurement, inventory, supply chain and operational risk framework & management tools.
3. Ensure the implementation and adherence to the operating policies and procedures and participates in the review of the policies and procedures.
4. Participates in annual budget development and management, monitoring of variances in the operational budget.
5. Plan and coordinate pre-qualification of suppliers and service providers, timely procurement & delivery of goods/services in accordance with AHF policies, and monitor compliance to contractual terms
6. As member of procurement committee, manage solicitation of bids, analysis, and presentation to the procurement committee in line with AHF procurement policy & guidelines.
7. Serves as principal point of collaboration, leadership, and expertise to both internal and external constituencies on operational matters pertaining to the mission, goals, objectives, and work scope of the program
8. Supports procurement and supply chain management of goods and supplies to supported health facilities
9. Manages AHF estates and assets through routine & timely renovations, repairs, and maintenance; supervision of construction works, timely payment & continuous supply of power and water, timely payment of rent and renewal of contracts, MoUs and operational licenses.
10. Participates in annual budget development and management, monitoring of cash flow and variances in the program budget.

11. Implements and ensure the performance of Information and Communication Technology and Network management both Data and voice. Timely payment of communication bills and regular servicing/repair of equipment.
12. Ensures timely submission of assets for Insurance cover and management of asset insurance claims in accordance with AHF policies & procedures
13. Ensures safety & regular update of the Fixed Asset Register, identify/notify management assets due for disposal and participate in midyear/annual stock counts & Asset verification
14. Participates in program growth and set up of new sites/clinics
15. Oversees the management of AHF rentable properties to ensure timely collection of rent & utilities and ensure full capacity utilization. Participant in periodical external audits & ensure implementation of operational Audit recommendations in accordance with AHF resources.
16. Prepares and negotiate leases, contracts, and agreements to assist AHF Sierra Leone with securing the best financial position possible.
17. Ensures preparation of monthly Stock report (Hard & Software reports) and report to management in case of any discrepancy.
18. Supervises appropriate utilization of program vehicles, responsible for scheduling of program vehicles to field activities
19. Reviews & ensures timely maintenance of vehicles and equipment, management of vehicle logbooks, management of fuel total cards and preparation fuel consumption to inform management of any discrepancy/anomaly.
20. Participates in identification, quantification, monitoring and review of risk management policies, systems, and programs in accordance with the AHF guidelines and business plan to mitigate operational Risk in the organization.
21. Participates in the hiring of full-time staff, manpower planning, recruitment, selection, contracting, induction & orientation, and deployment.
22. Participates in the recruitment & selection of temporary staff such as casual workers, locums & volunteers in adherence with country and organizational policies.
23. Provides leadership to the team in the operations department through coaching and mentoring of the members of the team.
24. Schedules monthly the general staff meetings and takes the lead in operations meetings and maintain minutes of all meetings.
25. Maintains access to important HR forms for staff use, ensures all required documentation for staff personnel files is in place, and assist staff in completing the required forms.
26. Supports the HR function in management of staff punctuality & attendance, absence management, staff movements, staff insurance administration etc.
27. Manages and supervises all Operations & Administrative staff including Administrative Assistant, Drivers IT Officer among others
28. Any other duties as assigned by the supervisor

Education and Experience

- Bachelor's degree in administration, management or business studies from recognized college or university. Post graduate Degree or a professional course in management and Accounting is a must.
- Minimum of 5-7 years' experience in a field directly related to operational duties and specified responsibilities. Experience working in healthcare delivery systems or related field is an added advantage.
- Extensive experience in successful development and implementation of a logistics and supply chain strategy and infrastructure.
- Demonstrable experience in sourcing and contract management, including an ability to review demands and trends, and to develop strategies to fill identified gaps.

- Experience streamlining and automating procurement processes, including refining processes, developing user-friendly manuals and training programs, and assessing, selecting, and deploying suitable procurement software where applicable and necessary.
- Country level experience in managing complex operations for INGOs
- Solid organizational, planning, and technical and IT skills, with a proven ability to work under pressure and solve problems in a fast-paced environment.

COMMUNICATION SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports.
- Ability to speak effectively before groups of people.

MATHEMATICAL SKILLS

- Ability to add and subtract, as well as multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rates, ratios, percentages, and interpretation of graphs.

COMPUTER /SOFTWARE SKILLS AND ABILITIES:

- Proficiency with word processing, databases, spreadsheets, and presentation software.
- Proficiency with Internet research and electronic mail.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

REASONING ABILITY

- Decision-making and problem solving in complex situations.
- Must possess the ability to work under pressure and meet deadlines.

CERTIFICATES, LICENSES, REGISTRATIONS

- Should be in possession of valid educational certificates, a valid driver license.

OTHER SKILLS AND ABILITIES

- Able to travel 30-40% of the time.
- Sensitive to patient population and issues surrounding HIV/AIDS.
- Ability to prioritize tasks in a rapidly changing environment.
- Good command of administrative knowledge and practices.
- Highly developed interpersonal and communication skills including influencing, negotiation, and coaching.
- Experience of solving complex issues through analysis, definition of a clear way forward.
- Dynamic individual with a demonstrated ability to achieve results in a demanding and fast paced environment.

Employee's Acknowledgement

I have read the job description and agree to its contents. I acknowledge that other duties may be requested of me that are not specifically stated here. I agree to perform these duties as directed by my immediate supervisor(s), and when called upon. I also agree to assist in the formulation of

a revised job description should the need arise in the opinion of my supervisor(s) and/or the Director of Human Resources.

Name of Staff:	Signature and date
Name of Supervisor:	Signature and date