

seed madagascar

sustainable environment, education & development

International Operations Manager

About the Organisation

SEED Madagascar is a British Charity working in partnership with communities in the south east of Madagascar. We integrate high quality community health, sustainable livelihoods, education infrastructure and conservation programmes to support long term, sustainable change and add to international best practice through research and publication across all of our programmatic areas. We are now looking for entry level officers and managers to work alongside national staff and expand our team.

Position Overview

Based in the coastal town of Fort Dauphin in the southeast of Madagascar, this post will provide management and support across all functional aspects of the NGO, managing career entry interns in communications, administration, and logistics, and liaising with National Department Heads.

The role is office-based, works directly under the Director of Programmes and Operations. The diversity of activities undertaken will provide a wide-ranging experience for an early career professional looking for a management position in the complex world of overseas development work.

Contract type: Local, living stipend of 1,200,000 Ar a month, contribution to flights of £1,000, contribution to insurance of £400.

Timeframe: 18 months extendable

Job type: Office based

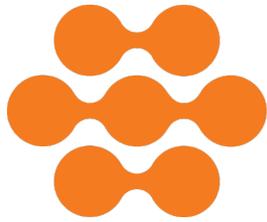
Location: Fort Dauphin, Anosy Region, Madagascar

Reporting to: Director of Programmes and Operations (DPO)

Duties and Responsibilities

General:

- Work alongside the DPO, Managing Director, and Head of Finance, Administration, and HR to deliver organisational strategy, including preparation of work for the Trustees
- Manage and motivate the functional support team, ensuring appropriate supervision, training, and support is provided to enable work to be performed to a high standard
- Deputise for the DPO during their absence alongside other members of the NGO's senior management
- Support the DPO in the creation and review of policies and procedures relating to HR, finance, communications, and administration
- Problem solving within the remit of the post, particularly in terms of administration, logistics, and HR
- Synchronise and harmonise office operational systems to reduce waste and enhance efficiency



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- Work with the DPO to develop, implement, and maintain standard operating procedures for effective knowledge management
- Support the work of Project Development teams where necessary
- Any other tasks which support the operational needs of the organisation as determined by the DPO

Finance:

- Support the development and adaptation of budgets to different donor requirements
- Support basic financial training amongst international staff
- Work with the Head of Finance, Administration, and HR to improve financial systems
- Support in performing internal checks, reviews, and audits

Communications:

- Manage and support the Media and Communications Officer across the remit of their role
- Monitor and review the implantation of SEED's communications strategy
- Manage external communications standards
- Support seasonal and flash fundraising appeals
- Provide input to strategies, publications, and other technical documents, to ensure clear and concise messaging
- Support the London team in marketing SEED's volunteering programme

Logistics:

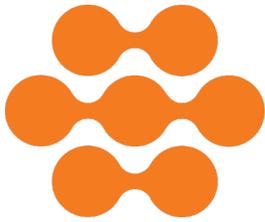
- Manage and support the Volunteer and Logistics Officer across the remit of their role
- Support, and lead where necessary, the international staff onboarding process, including visa processes, arrivals, and orientation
- Assist the Senior Procurement and Logistics Officer in developing and maintaining equipment inventories

Human Resources:

- Develop and maintain international staff HR records and processes
- Assist the DPO in all day-to-day HR administration, including recruitment and selection, references and policies
- Assist the International Operations Officer in maintaining staff training and development records
- Identify needs and support capacity building across the organisation
- Conduct HR inductions with all new international staff

Person Specification

- Be educated to at least degree level, or have experience working in a similar role for at least two years
- Have at least two years' experience working abroad
- Have experience of managing staff or volunteers
- Have experience of working, or extensive travel experience, in a developing country
- Ability to communicate in clear and engaging written English across a range of media forms



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- Demonstrate an excellent level of written English with an ability to proofread documents to a high standard
- Have the ability and desire to build capacity across cultures, working with teams from different economic and cultural backgrounds and across multiple language barriers
- Possess an open mind and the ability to form good relationships both internally and externally with a variety of social groups, including excellent listening and verbal communication skills and a flexible and patient attitude
- Demonstrate an understanding of and commitment to SEED's ethos and approach and be a good ambassador for the organisation at all times
- Be able to work to and advocate for all of SEED's policies and procedures, safeguarding those that SEED works with and reporting any concerns appropriately
- Demonstrate the ability, social skills and confidence to give clear guidance and support to other members of the team in respect of the philosophy and procedures of SEED in order to protect both their safety and the reputation of the NGO
- Be punctual and be able to work to tight deadlines in an organised manner and to a high standard
- Be able to work both independently and as part of a team
- Have passion, curiosity and motivation for the job while working in an honest and trustworthy manner.

Application Process

Interested applicants should send a CV and covering letter outlining how their skills and experience match the requirements in the job description criteria to the Director of Programmes and Operations, Lisa Bass, on lisa@seedmadagascar.org

Applications will be reviewed on an ongoing basis until the position is filled. Long-listed applicants will have an initial informal skype chat with Madagascar-based staff. Short-listed applicants will then be offered a face-to-face interview with the London team, including the Managing Director, Mark Jacobs, in person.