seed madagascar
sustainable environment, education & development

Operations and Administration Officer (Madagascar-based)

Position Overview

We are excited to offer an excellent opportunity for a professional with 2-4 years experience in operations, administration or management to join our team.

SEED Madagascar is a UK charity dedicated to creating long-term, sustainable change in partnership with communities in the southeast of Madagascar. We integrate high-quality community health, WASH, education, rural livelihoods and conservation programmes, while contributing to international best practices through research and publications.

This office-based role is located in the small coastal town of Fort Dauphin, where you'll work alongside a diverse team of national and international staff. As the Operations and Administration Officer, you'll oversee and support the Junior Operations and Fundraising Officer, manage onboarding and training for international staff, improve systems and procedures, and support our short-term conservation programme volunteers.

This position is ideal for a candidate with a strong background in operations or administration who is ready to take on a management role. You'll provide high-quality administrative support while gaining hands-on experience in the development sector and learning how an international NGO operates. We're looking for a passionate and dedicated individual eager to contribute to SEED's mission and the growth of our programmes in Madagascar.

Location: Fort Dauphin, Anosy Region, Madagascar
Commitment: 2 years with potential to extend; Monday to Friday (40 hours a week)
Salary: a local stipend with a contribution of £650 towards insurance and £1,200 towards a return flight per year.

Duties and Responsibilities:

1. Line manage the Junior Operations and Fundraising Officer, providing support and guidance and delegating tasks effectively to ensure alignment with departmental objectives, reporting deadlines and SEED's organisational values and strategy
2. Provide pre-departure logistical oversight, support and advice with visas, hotels, flights, accommodation, medication, etc to new international staff
3. Support international staff during their initial time with SEED, including arrival, social inclusion, cultural understanding, housing and integration into the SEED team
4. Offer pastoral care and guidance, and act as a role model for a team of early-career professionals living and working in-country, supporting both their professional growth and personal well-being

5. Lead on the recruitment of international staff, including the advertisement of vacancies and initial vetting of applications
6. Lead on the due diligence, onboarding and logistical support for short-term conservation volunteers
7. Manage the training schedule across the staff team, working closely with the Senior HR Officer to ensure that all staff are trained and confident in the roles
8. Alongside the International operations manager, develop and facilitate trainings on operational and procedural themes, including whistleblowing, Code of Conduct, Accident reporting.
9. Work with national staff to increase their skills and capacity, providing mentoring or training and encouraging skill sharing across the team
10. Support the Director of Programmes and Operations in the management, monitoring and reporting of SEED's internal audit function
11. Assist in the preparation of reports for internal and external audiences, including Annual Reports, Malagasy Ministry reports and Trustee briefings
12. Work with the Director of Operations and Programmes, and the International Operations Manager in developing, updating and implementing organisational databases, processes , policies and procedures and health and safety culture across the NGO
13. Project manage our Cyber Security implementation and development alongside the IT Officer
14. Manage SEEDs Data Protection compliance, in line with UK GDPR and relevant Malagasy law.
15. Provide core support to the International Operations Manager and the Director of Programmes & Operations in ensuring the support and security of all international staff, including acting as an intermediary of organisational priorities to the wider team
16. Work flexibly, including changing work priorities at short notice to meet short deadlines
17. Ensure all of SEED's policies and procedures are evident throughout the work of the department, including those for safeguarding, whistleblowing and anti-corruption, and undertake continual training to ensure these are always promoted
18. Assist with administration tasks and any other tasks required by the International Operations Manager or Director of Programmes and Operations in line with the tasks of the post.

Required Skills & Experience/Person Specification

- Hold an undergraduate degree in or relating to Business or Development, or be able to demonstrate a passion for these areas.
- Minimum of 2 years' professional experience in Operations.
- Be able to work independently and be proactive.
- Have good all-round computing skills and experience in Microsoft Office.
- Have previous experience working to deadlines and have the ability to successfully manage their time.
- Communicate clearly and engagingly in written English across a range of media forms
- Be able to communicate verbally to encompass the range of cultures you will be working with.
- To have a good level of written English and be able to proofread documents to a high

standard.

- To have a curious mind and a patient, problem-solving attitude.
- Ideally have previous experience living, working or travelling in a developing country, though it is not essential.
- Be fluent in English. A working knowledge of French is desirable but not essential.
- Be capable and comfortable adapting to life in a least developed country with sometimes basic living conditions.
- Be able to work and socialise within a small group of people and to be respectful and take personal responsibility for maintaining a good reputation for the NGO in the community
- Be able to adjust to life in another culture and a foreign language and be able to work at all times with cultural sensitivity.
- Ability to work within, and advocate for all of SEED's policies and procedures, ensuring that SEED's protection from sexual exploitation, abuse and harassment values are followed,
- Demonstrate the ability, social skills, values 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.

Application Procedure

Interested applicants should send a CV and covering letter in English outlining why they wish to take up this position and how their skills and experience match the requirements in the job description criteria to our hiring team at applications@seedmadagascar.org.

Please note: AI-generated cover letters and recruitment exercises will not be processed. We value concise and focused applications. To help us review all submissions efficiently, please include the dates you were in your previous employment, and limit your CV to a maximum of four pages. Unfortunately, longer CVs cannot be considered.

Application Deadline: Monday, 30th November. Applications will be reviewed on an ongoing basis throughout this period. Candidates will complete an exercise, long-listed applicants will have an initial informal interview with Madagascar-based staff, and short-listed applicants will then be offered an interview with the London team.

SEED Madagascar actively encourages equality, diversity, and inclusion in the workplace and aims to create a working environment free of bullying, harassment, victimisation, and unlawful discrimination, where individual differences and the contributions of all staff are recognised and valued.