

Catholic Relief Services, Uganda Program

JOB VACANCY ANNOUNCEMENT

POSITION TITLE: Administration Manager
POSITION GRADE: 10
LOCATION: Kampala, Uganda
REPORTS TO: Head of Operations

ABOUT CRS:

Catholic Relief Services (CRS) carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. Our Catholic identity is at the heart of our mission and operations. We welcome as a part of our staff and as partners people of all faiths and secular traditions who share our values and our commitment to serving those in need.

OVERVIEW:

This position is specifically responsible for planning, directing and controlling all activities related to the management of the office and residential buildings, employee security, fleet management, logistics support, and asset/inventory management.

The Administration Manager plays a leadership role in shaping the country program's administrative processes and practices. S/he promotes stewardship and assists the Head of Operations to manage risks. S/he strives to enhance collaboration between Administration, Programming and other departments. S/he ensures the Administration team consistently delivers a high standard of customer service. As a change agent, s/he champions, supports and oversees the implementation of new administrative processes, tools, policies and procedures.

KEY RESPONSIBILITIES:

1. Administrative/logistical support

- Ensure that business processes within the administration department are aligned to meet the logistics needs of the country program in an efficient manner while maintaining proper internal controls and compliance with CRS policies.
- Liaise with key project staff to identify and plan for their support needs on a monthly basis.
- Maintain relationships with all key project staff and ensure timely responses to requests for administrative support.
- Provide administrative support for the office and ensure smooth running of meetings, workshops, and conferences.
- Oversee relationships and keep contracts updated with outside vendors (hotels, printers, caterers, etc.), ensure transparent and fair deals with these vendors, and that all work adheres to CRS procurement policy.
- Regularly review the stores management practices and ensure that stores are properly organized and secured against theft.
- Manage implementation of mobile phones policy.
- Maintain key relationships with service providers, and ensure timely processing and payment of bills.
- Ensure employees observe and comply with all administrative policies and procedures, including, but not limited to inventories and general administrative services.
- Develop strategies to ensure efficient application of agency resources, minimize wastage, and achieve highest standards of stewardship.

2. Office and international staff residence support

- Ensure that all maintenance contracts/leases and other service contracts are updated regularly and that the terms are consistent with CRS policies and guidelines.
- Review policies and practices specific to office and residential buildings; present proposals that will assist to improve efficiency.
- Ensure that CRS assets are well maintained and secure.
- Manage maintenance and repair works of the office facilities and international staff houses.
- Arrange for routine equipment servicing or repairs when necessary, and manage replacement plans.
- Promote efficiency in the acquisition and use of office resources.

3. Fleet management

- Oversee the coordination and implementation of the vehicle policy.
- Ensure efficient management and utilization of the fleet, and submit monthly fleet analysis reports to the Head of Operations.
- Coordinate, monitor, and control fleet activities, including the weekly schedules of CRS drivers.
- Coordinate reporting of driver's time, vehicle logs, fuel expenses, purchases, etc.
- Ensure timely and quality repairs and maintenance of all vehicles and lead the process of preparing and implementing a replacement plan.
- Review and approve vehicle management system (VMS) data for accuracy prior to submission to the finance department.
- Oversee relationships between CRS and vendors on maintenance, repairs, and purchases ensuring good credit terms.

4. Staff safety and security

- Ensure policies and procedures are in place to guarantee staff safety in the workplace, including office evacuation, fire, first aid, protective equipment, etc.
- Oversee security management, acting as the security focal point for the country program.
- Ensure the country program's Field Security Plan is regularly updated as per agency policy and that all relevant staff are knowledgeable about its content.
- Ensure all visitors, consultants, and new staff are immediately and fully briefed on security management and the Field Security Plan.
- Ensure staff are aware of and comply with country program and agency-level safety and security policies.
- Ensure timely and accurate reporting of all security incidents.
- Regularly monitor and assess the local security situation and keep the Country Representative informed of all known or potential threats to staff, partners, or assets.
- Review project site security evacuation plans and promote compliance to UNDSS Security Standard Operational procedures by field staff.

5. Financial management and budgeting

- Act as budget manager and authorize spending on shared costs budgets.
- Maintain firm oversight of country program shared costs budgets, review performance against targets, and provide analysis and recommendations

to the Head of Operations.

- Participate in the development of country program budgets in areas relating to the office and international staff residences.
- Support program staff in the preparation of grant/proposal budgets where applicable.

6. Government relations/legal representation

- Advise Senior Management of changes in local laws that may affect operations policies and procedures.
- Act as a liaison and follow up on relationship issues with the Government of Uganda such as immigration, duty waivers, tax exemptions, vehicle and equipment licensing, etc.
- Facilitate the process for international staff entry/exit and resident visas, and create and update a checklist for all visa requirements.
- Review all lease agreements/contracts/other agreement documents and seek legal opinion where necessary.
- Provide guidance on when CRS should seek additional legal counsel on certain issues.
- Liaise with other NGOs and international/national community on issues of administration/operation.
- Maintain good working relationship with local government authorities.

7. Staff supervision, and knowledge management

- Ensure that the Administration Officer, Senior Fleet Officer, and all other direct reports receive proper supervision, including coaching/mentoring, capacity building, and that reports adhere to CRS performance management protocols.
- Review the performance and development plans for administration staff according to the CRS performance management plan; support staff to develop and implement appropriate personal development plans to ensure effective performance and career development of employees.
- Identify the development needs for staff in administration and identify relevant trainings on CRS learns or elsewhere.
- Recommend administrative systems and processes that will improve CRS/Uganda's overall ability to manage resources efficiently and safeguard its assets.
- Disseminate best practices in office administration, and develop and implement relevant tools to ensure that CRS Uganda systems and processes are consistent with best practices.
- Attend relevant interagency, sector coordination, and representational meetings as required; network with equivalent staff in colleague organizations.
- Create/manage a centralized filing system for all admin letters/ correspondence, contracts, including a regularly updated file index list and orient new staff in the system.

SUPERVISORY REQUIREMENTS:

Administration and Fleet Department staff

KEY WORKING RELATIONSHIPS:

Internal: Country Representative, Head of Operations, Program Teams, Regional Security and Emergency Coordinator, and Programming Teams.
External: Partners, host country government ministries, USG, foundations

and other donors, local and international NGO offices, UN agencies, and local church officials.

AGENCY-WIDE COMPETENCIES (for all CRS Staff)

These are rooted in the mission, values, and principles of CRS and used by each staff member to fulfill his or her responsibilities and to achieve the desired results.

- Serves with Integrity
- Models Stewardship
- Cultivates Constructive Relationships
- Promotes Learning

QUALIFICATIONS:

- A Master's degree in Business Administration or any other related field.
- 5 years of experience working for a non-governmental organization or a reputable international organization, with at least 2 years' experience in a similar management position.
- Prior direct supervisory responsibility of a small to medium sized team.
- Strong budget management skills with a basic knowledge of major donor regulations governing cash and material resources.
- Prior experience in managing employee security and safety.
- Proven leadership and inter-personal skills and ability to effectively manage relationships with key stakeholders.
- High degree of expertise and competency with Microsoft Excel and Microsoft Word.

Required Essential Abilities and Attitudes:

- Excellent oral and written communication skills; able to liaise directly with partners, vendors, and CRS HQ and regional staff.
- Highly pro-active and self-disciplined, with strong critical thinking skills.
- Understands and exemplifies diplomacy and a service-oriented approach.
- Strong organizational and planning skills; able to provide direction and vision.
- Ability to build and support teams in order to achieve targets and outputs.
- Willingness to travel within Uganda as needed (up to 20%).

DISCLAIMER CLAUSE:

This job description is not an exhaustive list of the skill, effort, duties and responsibilities associated with the position.

CRS' recruitment and selection procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

NOTE: Please submit cover letter, CV and three work references (names and contact information only) to ug_recruitment@crs.org by Thursday 24 March, 2016. "I understand that CRS takes all allegations of abuse and exploitation seriously. Abuse or exploitation of children or vulnerable adults is grounds for immediate dismissal."

ONLY SELECTED CANDIDATES THAT MEET THE REQUIREMENTS WILL BE NOTIFIED. FEMALE CANDIDATES ARE ENCOURAGED TO APPLY.