

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.

Position:	Support Manager
Grade:	8
Reports to:	Area Manager
Supervision of:	Support Staff (3)
Duty station:	Kerman
Travel:	30%
Project number:	IRFP0000
Duration and type of contract:	December 2021, with possibility of extension

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The purpose of the Area Support Manager is to coordinate the support functions and provide sufficient support to relevant program in a complex and large Area Office and make sure that staff comply with NRC and donor guidelines.

The following is a brief description of the role.

Generic responsibilities

These responsibilities shall be the same for all positions with the same title. The responsibilities shall be short and essential. Details belong in the Work and Development plan.

1. Line management for support staff - Finance, HR & Admin and Logistics
2. Member of the Area Management Group
3. Compliance with and adherence to NRC policies, guidance and handbooks and donor/auditor requirements
4. Provide input on operational support to the Area Plan of Action, and to coordinate and align operational support with programme plans at Area level
5. Responsible for ensuring quality support to project implementation
6. Facilitate Area Support Budget, area level budgets, including support cost
7. Responsible for developing regular reports on Area level to Country Office and AM
8. Responsible for implementation of new country specific technical SOPs, guidelines and tools in Area (HR, Logistic/ICT and Finance)
9. Facilitate trainings for programme staff on finance, logistics and HR procedures
10. Responsible for technical capacity building of support staff (HR, Logistic/ICT and Finance)

Specific responsibilities

Strategic Resource Management

- Contribute to the strategic direction of the Area Office for an efficient structure
- Ensure adequate and fit-for-purpose support strategy rooted in national staff capacity development
- Provide leadership of the Support Department and ensure all work as one team across the three provinces in Area South

Compliance and Internal Control

- Ensure that all rules, regulations, routines, procedures, SOPs are accessible to and known by all staff.
- Perform regular spot-checks on supporting documentation to identify areas of improvement in regards of quality of documentation.
- Ensure the recommendations addresses to the Area Office Support Department are addressed and updated on regular basis.
- Responsible for corruption mapping and mitigation practices and procedures in the programme
- Lead on the preparation of Area Office donor, internal and external audit processes.

Systems and Procedures

- Ensure that all rules, regulations, routines, procedures, SOPs are available, accessible to and known by all staff.
- Responsible for ensuring that HR, finance, logistics and administration systems provide relevant and adequate support to the Area Office's programmes throughout the whole project cycle
- With the Area Manager, ensure that the Area Office' work processes are in place, understood by all staff, and carefully followed.
- Lead on the implementation at Area Office level of new procedures and roll-out of new systems.
- Lead on the elaboration and regular update of the Master Support Budget at Area Office level.
- Ensure coverage of Master Budget at all time and ensure that efficient, sustainable and flexible HR structures are in place.

Security

- Security focal point for Area South, responsible for monthly security reporting, supporting on updating the Area Security Risk Assessments and reporting security any security incidents to Country / Regional Office.
- Provide support on organising relevant security trainings at the Area Office level, together with Country Security Manager

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

Finance: Area Manager, HoS, Finance Coordinator and Finance Manager (CO) on finance compliance at Area Office level

Logistic/ICT: Area Manager, HoS, ICT Coordinator, Logistics Coordinator and Logistics Manager on logistics processes and compliance at Area Office level

HR: Area Manager, HoS, HR & Admin Officer and HR & Admin Manager (CO) on HR policies and procedures at Area Office level

Scale and scope of position

Staff:	1 Finance Coordinator, 1 Logistics Coordinator and 1 HR and Admin Officer (3)
Stakeholders:	BAFIA Provincial, other local authorities, UN agencies, partners and humanitarian organisations, NRC contractors
Budgets:	Area South budgets
Information:	NRC tools, including Agresso
Legal or compliance:	NRC's Terms of Employment and Code of Conduct, Procurement (Service or goods), Donor requirements, NRC Anti-corruption policy and international humanitarian standards.

2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Required professional competencies:

- Previous experience working in a Finance, Logistics, HR position (or at least one of them)
- Solid knowledge of HR, finance and logistics routines in a humanitarian context
- Previous experience from working in complex contexts
- Documented results related to the position's responsibilities
- Knowledge about own leadership skills/profile
- Fluency in English, both written and verbal

Context/specific skills, knowledge and experience:

- Minimum 3 years of team management experience
- University degree in finance, administration or related field
- Experience from support position in a humanitarian/recovery context. Direct experience responding to natural disasters will be a plus
- Solid experience in Budget management / experience in establishing new procedures/ change management
- Excellent time management skills to meet tight deadlines

2. Behavioral competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Strategic thinking
- Managing resources to optimize results
- Managing performance and development
- Empowering and building trust
- Initiating action and change

3. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template

- The End-term Performance Review Template
- The NRC Competency Framework