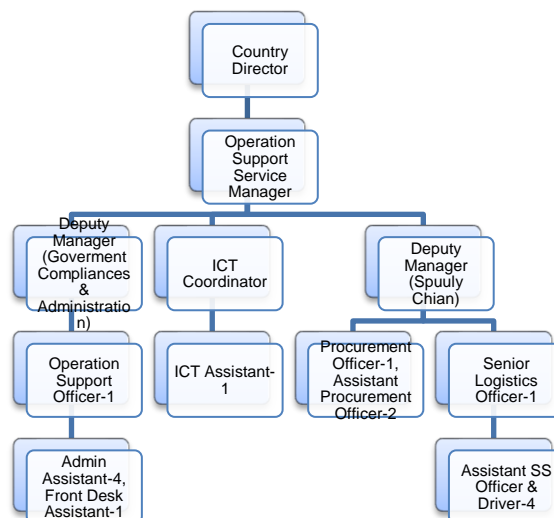


Organization	Islamic Relief Bangladesh	
Address	Bangladesh Country Office: House # 10, Road # 10, Block-K, Baridhara, Dhaka-1212, islamicrelief.org.bd	
Vacancy Title	Manager Operations Support Services	
Number of Vacancies	1	
Working Place	Country Office-Dhaka	
Nature of Role, Nationality	Core Staff, Bangladeshi National.	
Reporting Line	Country Director	
Key Working Relationship	Maintains regular communication with the Country Director, Deputy Country Director/Head of Program, Regional Desk Coordinator, and Global Supply Chain Manager. Actively participates in INGO coordination networks for procurement, Logistics, Security, and IT as well as UN working groups and other relevant government departments.	
Scope of the Role	Reporting to the Country Director, the Manager of Operations Support Services is responsible for the overall management of the Supply Chain, Logistics, Security, and IT, and liaising with relevant government departments in Bangladesh. The role involves maintaining compliance with national laws and regulations while managing matters related to organizational registration, Memorandums of Understanding (MoUs), and obtaining necessary NGOAB approvals under the Foreign Donation (voluntary activities) Regulation Act. The Manager Operations Support Services ensures the efficiency, integrity, and transparency of operations across the Country Office and Field Offices, in alignment with IR guidelines and Bangladeshi legal requirements. The position also includes direct line management of staff in the Supply Chain, Logistics, IT, Government Compliance, Security, and Administration. Decisions impacting country operations concerning administration and legal matters are made in consultation with, or referred to, the Country Director.	
Responsibility of Resources	Reporting to the Country Director, the Manager of Operations Support Services is responsible for the budget management of the Supply Chain, Logistics, ICT, Government compliance, Administration and Security functions within Bangladesh. The post holder will oversee departmental budgets and Project Support Budgets, ensuring efficient allocation and utilization of resources. Additionally, the role includes providing oversight and quality assurance for all budgets and expenditures in alignment with organizational policies and Bangladeshi regulatory requirements.	
Employment Status	Full time	
Contract Duration	Initially for one year, Upon review & Satisfaction, it will be extended.	
Benefits & Allowances	Mobile bill, Tour allowance/Per-diem, Provident fund, Weekly 2 holidays, Insurance coverage (IPD, OPD, Life, DB, CIB), Festival Bonus, Long Service Awards, Leave (Annual, Casual, Sick, TOIL/CTO, Maternity, Paternity) and Gratuity, etc.	
Age Limit	Maximum (At Most) 55 years (As per National ID Card/Birth Certificates)	
Period of Appointment	Initially for Month	12 months, extendable based on performance and availability of funds.
Monthly Net Salary	BDT 198,748/- to BDT 212,152/-	

Structure:

Main Duties & Responsibilities: The job holder is accountable for performing their roles and responsibilities in alignment with Islamic Relief's values and principles, including fairness, honesty, respect, and the equitable treatment of colleagues and staff.

Objective	Activities	Working & Time Ratio (%)
Job Context	The Manager - Operations Support Services will provide strategic leadership and oversight for all operational support functions in collaboration with the Country Director. This role will focus on ensuring the delivery of efficient and effective support services across the Country Office, specifically in the areas of procurement, logistics, Government Compliance, Administration, security, and IT. The incumbent will play a pivotal role in designing and implementing country-specific strategies while ensuring alignment with organizational guidelines. S/he will also lead the development, enhancement, and execution of systems, processes, and policies to optimize operational efficiency and strengthen the organization's support services framework.	
Strategy and Vision	<ul style="list-style-type: none"> • Develop or review country-specific policies in line with IRW standards and national law to ensure operational consistency and compliance. • Conduct historical analysis/learnings to drive continuous improvement in the efficiency and effectiveness of operational processes. • Participate in Country Management Team Meetings and contribute to a full range of CMT decisions, including taking the lead on making quality decisions affecting the country program's Operations. • Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures. • Ensure excellent coordination between the Programme, Finance and Human Resource to ensure timely delivery of goods and services and vendor payments ensuring full compliance to the policies and guidelines. • Lead on development and implementation of the country-level procurement plan. 	10%
Procurement/Supply Chain	<ul style="list-style-type: none"> • Manage strategic relationships with key vendors, suppliers, and industry bodies in Bangladesh to ensure the smooth flow of goods and services. • Participate in Field Office Meetings and/or Programs/Operations Coordination Meetings to facilitate in-departmental coordination. • Maintain efficient procurement processes to ensure materials and services are consistently available as required. • Build and nurture relationships with stakeholders to maintain high service levels and quality standards. • Advise and oversee the coordination and facilitation of contract requirements with vendors, suppliers, and procurement committees. • Oversee and ensure the timely and accurate processing and documentation of procurements in line with the Procurement Manual and local regulations. • Review and manage service contracts, ensuring compliance with organizational and legal standards. • Collaborate with the finance team to ensure adherence to payment schedules and financial compliance. • Facilitate tender openings as required, and establish a pipeline of supplies for IRB, managing the logistical aspects of the operation as needed. • Participate actively in Project Procurement Planning with project managers & Technical Coordinators. • Work with relevant country and field office program staff to ensure all third parties undergo legal vetting before commencing work with IRB, are engaged with appropriate agreements and effective monitoring systems are in place so 	20%

	<p>that partner delivery meets donor expectations and requirements.</p> <ul style="list-style-type: none"> • Ensure that all the vendors have undergone the screening process from IRW-HQ. 	
Logistics	<ul style="list-style-type: none"> • Supervise the fleet management team to ensure systems are in place for tracking vehicle maintenance schedules, fuel usage, and scheduling, in compliance with established procedures and Bangladeshi regulations. Develop and implement a roster of drivers. • Ensure warehouse operations adhere to the Policy and Procedures Guidelines, maintaining proper documentation and compliance with national standards, as necessary. • Maintain accurate inventory records for materials and ensure efficient tracking of material flow across all warehouses. • Provide oversight of Non-Food Items (NFI), commodity storage, and movements, ensuring compliance with local requirements and organizational policies. • Coordinate logistics for non-program material aid projects, including managing associated shipments and overseeing the importation and customs clearance processes, in line with Bangladeshi laws and regulations. • Provide Logistic support to the bases in case of emergency / temporary need. • Take part in logistics assessment during emergencies, partners' evaluation, and field activities. • Support the Local Log team during supply processes (tender), preparation of audits, project closure, etc. • Write and consolidate Logistics reports, as well as donors and authorities report. 	15%
Administration and IT Support	<ul style="list-style-type: none"> • Ensure administrative and inventory/Asset systems are implemented in alignment with IRW guidelines and best practices. • Oversee the establishment and development of IRB office(s) to meet the needs of team members, including drafting and reviewing contracts for office and housing space, leasehold improvements, and IT infrastructure. • Manage facilities, including housing, office, and warehouse leases, while ensuring that all premises adhere to established security standards. • Supervise asset tracking to maintain accurate records of IRB and donor assets, including items requiring registration and movement tracking, under IRW Asset Management procedures. • Collaborate with relevant teams to facilitate the processing of visas for expatriates and donors. • Ensure all IRB contracts and business transactions are conducted transparently and comply with local laws, IRW policies, and donor requirements. • Supervise IT personnel and ensure the provision of necessary IT support to meet the needs of all teams. 	20%
Government Compliance	<ul style="list-style-type: none"> • Ensure all necessary approvals from NGOAB and concerned ministries related to the foreign donation (voluntary activities) regulation act. • Ensure various Government accountabilities (submission of audit reports etc) 	10%
Team Management	<ul style="list-style-type: none"> • Lead, manage, motivate, and build the capacity of team members in Administration, Government Compliance, Procurement, IT, Security, and Logistics. This includes setting objectives, providing regular supervision and feedback, and conducting mid-term and annual performance reviews. • Collaborate closely with program management to facilitate the operational aspects of program planning and address resource needs, particularly in procurement, services, IT, and logistics. 	10%



	<ul style="list-style-type: none"> • Advocate for and oversee the adoption of operational systems, ensuring smooth implementation across all IR Bangladesh staff. • Work in partnership with program and finance teams to deliver successful programs while ensuring excellent stewardship of donor funds and compliance with IRB and donor regulations. • Support program teams and departments in understanding their roles and responsibilities concerning operations, including conducting regular coordination meetings, resolving challenges, and planning for procurement and other operational needs to ensure effective and timely program implementation. • Ensure the proper implementation of IRB systems for management, compliance, and control to maintain operational excellence. • Participate in Field Office Meetings and/or Programs/Operations Coordination Meetings to facilitate in-departmental coordination. 	
Security	<ul style="list-style-type: none"> • Oversee the security operations of the organization. • Develop security strategies, implement security procedures, and supervise security focal and team. 	5%
Representation and Coordination	<ul style="list-style-type: none"> • The Manager Support Services will, as needed, act as a deputy for the Country Director and represent the organization in meetings with Government Departments and other relevant forums. • Coordinate with IRB's programme, Finance, HR, External department and maintain strong working relationships. 	5%
Travel	<ul style="list-style-type: none"> • Manager Operations Support Services is expected to spend a minimum of 20% of his time in the project sites and the team in the field. 	5%

PERSON SPECIFICATION

Essential:

- Master's degree or equivalent in development studies, Social Science, Management, Public Administration, or a related discipline with relevant experience.
- At least 5 years (s) of proven experience in managing or heading supply chain and administrative functions.
- A minimum of 13 years of relevant work experience **at a similar level** in Procurement, Administration & security management.
- Relevant experience working with humanitarian/development sector/INGOs
- Strong Staff Management Skills.
- Ability to work independently, function effectively as a member of a Senior Management team, and adhere to strict deadlines
- Strong problem-solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analysis.
- Strong government contacts at local and central levels.
- Strong interpersonal skills, including written, verbal, and presentation skills
- Excellent networking and partnership-building skills.
- Excellent planning, management, and coordination skills, with the ability to organize a demanding workload comprised of diverse and challenging tasks and responsibilities
- Well-developed skills in staff management.
- Proven coaching and capacity-building skills including training and skills development.
- Strong attention to detail,
- Cultural awareness and ability to build relationships quickly with a wide variety of people, Patient, adaptable, able to improvise, and communicate clearly and effectively under pressure.
- Strong negotiating, strategic thinking, and influencing skills
- Excellent English language skills, both written and oral with practical computer skills and competence in Microsoft Office environment particularly Excel.
- Ability to work flexible hours, and under stress and pressure.

Key Personal Qualities



- Gender- and culturally sensitive
- Adaptable with a strong willingness to work under pressure in a dynamic and demanding environment
- Ability to deliver results within tight deadlines
- Proven experience in proactively identifying and addressing issues

APPLY INSTRUCTION:

If you feel that your qualifications, exposure, and experience match the requirements, and you are willing to remain committed to the values and are sympathetic to the beliefs of Islamic Relief, please download the Application Form from the official website (islamicrelief.org.bd), and send the filled-up form to **recruits@islamicrelief-bd.org** on or before the closing date. Please mention only the "Position Name" as the e-mail's subject. Only shortlisted candidates will be contacted for further selection.

EQUAL OPPORTUNITIES:

Islamic Relief Bangladesh considers diversity in the workplace and is a committed equal-opportunity employer. We encourage applications from all suitable candidates **regardless of race, family/marital status, ethnicity, disability, class, caste, or religion.**