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|  | MAG Tanzania – Job Description | |
| **Job Title:** | Support Services Coordinator |
| **Line managed by:** | CD (Nairobi Based) |
| **Line manages:** | Driver |
| **Location:** | Dar Es Salaam |

**MAG’s Vision is a safe future for women, men and children affected by violence, conflict, and insecurity.** People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

**MAG’s Mission is to save lives and build safer futures.** We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us ‘it’s all about people’.

**MAG’s Values.** Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

**DETERMINED - we work with purpose**

**EXPERT - through excellence and expertise we build trust**

**INTEGRITY - we strive to do the right thing**

**COMPASSION - people come first in everything we do**

**INCLUSIVE - we are inclusive, and we value diversity**

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| **Overview of role:** |
| The Support Services Coordinator Coordinator is responsible for overseeing various administration, HR, financial and logistics activities within the Tanzania sub-office. Reporting directly to the Country Director, the Support Services Coordinator will ensure compliance with financial policies and procedures, maintain financial records, and support the overall financial management of the programme. Additionally, the Support Services Coordinator will provide administrative and HR support to the program and assist the Logistics Officer based in Nairobi. |
| **Responsibilities:** |
| **Administration:**   * Establish and maintain proper and up-to-date filing systems (paper and electronic) for efficient organization of office records, files, and documents. * Handle incoming and outgoing correspondence, emails, and calls. * Schedule and coordinate meetings, appointments, and travel arrangements. * Manage office supplies and equipment inventory, and order as needed. * Collaborate with the Logistics Officer to ensure a well-supplied office with stationery and essential materials. * Assist in trip planning and coordination. * Assist in managing travel and immigration matters for MAG staff in the country and visiting staff, including visas, permits, flight reservations, hotel bookings, and transport arrangements. * Maintain MAG’s legal registrations in Tanzania * Coordinate with legal representation in Tanzania * Coordinate with the MAG office in Nairobi   **Human Resources:**   * Assist in recruitment processes, including drafting and posting job advertisements, coordinating interview arrangements, and advising recruiting managers on selection procedures and best practices. * Onboard new employees, including paperwork, orientation, and training coordination. * Maintain employee records and update HR databases, ensuring they are kept up to date. * Handle employee inquiries and provide day-to-day advice on MAG's terms and conditions and the application of HR policy, including annual leave, probationary reviews, sickness absence, and maternity leave. * Draft a variety of correspondence for employees, including contract change letters, probation letters, leaver letters, etc. * Support managers with employee relations issues and conflict resolution. * Assist in HR policy and procedure compliance and updates, ensuring they align with current labour law.   **Finance**   * Financial Documentation and Compliance:   + Ensure completeness, accuracy, and approval of payment requests in compliance with programme SOPs.   + Organize and maintain all financial documents systematically for easy access and retrieval.   + Archive financial documents according to MAG's Finance Department policy.   + Ensure cashbooks are complete, balanced, and submitted to the Country Director by the first working day of the following month. * Payroll Management:   + Process payroll data, including timesheets and salary adjustments, in collaboration with the HR department.   + Maintain accurate payroll records and validate payroll totals. * Balance Sheet Reconciliations:   + Complete monthly balance sheet reconciliations and provide explanations for variances for review with the Country Director.   + Ensure timely completion of monthly bank reconciliations. * Financial Recordkeeping and Journal Entries:   + Maintain comprehensive accounting records and post journal entries on MAG's financial management systems.   + Assist the Country Director in preparing both internal and external financial reports.   **Logistics**   * Manage day-to-day procurement activities, ensuring compliance with MAG Logistics procedures, policies, and donor requirements. * Maintain accurate procurement records and ensure proper documentation and filing. * Liaise with suppliers and service providers to ensure timely and accurate completion of orders. * Cultivate effective supplier relationships to achieve the best possible price, quality, service, and terms for MAG. * Compile and manage a supplier database and establish preferred suppliers. * Regularly review price comparisons and monitor material/item costs. * Prepare and distribute weekly procurement reports to the Country Director, addressing any procurement-related issues. * Record all purchases of Capital and Non-Capital Assets, ensuring they are asset tagged before issuance to the Sectors. * Maintain an up-to-date Asset Register and submit a monthly copy to the CD. * Coordinate travel bookings for MAG International and National Staff following travel policy guidelines. * Perform other tasks assigned by the line manager, which may include aspects of asset management.   **General Responsibilities:**   * Work within the framework of MAG’s core values. * Maintain professional conduct in line with MAG’s core values as actions represent MAG. * Contribute to other fundraising initiatives where appropriate. * Participate in meetings as relevant. * Understand and uphold the standards outlined in MAG’s Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG’s work and reporting concerns if they do arise. * Undertake and apply learning from appropriate training and development programs. * Undertake any other duties as may be required. |
| **Essential requirements:** |
| * Understanding of NGOs and a commitment to humanitarian work. * Minimum of 3 years of demonstrated experience in Admin and Finance and/or Logistics. * Self-organized, team player, and able to work under limited supervision. * Supervisory skills and ability to motivate and manage a small team an advantage. * Good literacy, numeracy, and IT skills (e.g., Word/Excel). * Strong negotiation skills. * Accounting qualification preferred. * Strong computer skills. * Reliable with good time-keeping skills. * Language requirements – English Mandatory |

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| **Employee**  **name:** |  | **Employee**  **signature:** |  | **Date:** |  |
| **Manager**  **name:** |  | **Manager**  **signature:** |  | **Date:** |  |

**Support Services Coordinator**

**Dar es Salaam, Tanzania**

**About MAG:**

MAG (Mines Advisory Group) is an international humanitarian organisation based in Manchester, UK, and working in 32 countries. We remove landmines and unexploded ordnance to release safe and productive land for communities, and work to reduce the threat of armed violence by supporting governments to safely manage weapons and ammunition. In 1997, MAG was a co-recipient of the Nobel Peace Prize for our work campaigning for the Anti-Personnel Mine Ban Convention.

MAG is in the process of establishing country offices and operations in Kenya and Tanzania, which will be managed as a joint programme from a main office in Nairobi. Operations will be focused on weapons and ammunition management activities, and will work in partnership with state security actors in each location assisted by a small programme support team.

**About the role:**

**The Support Services Coordinator is responsible for overseeing various administration, HR, financial and logistics activities within the Tanzania sub-office. Reporting directly to the Country Director, the Support Services Coordinator will ensure compliance with financial policies and procedures, maintain financial records, and support the overall financial management of the programme. Additionally, the Support Services Coordinator will provide administrative and HR support to the programme and assist the Admin and Finance Coordinator based in Nairobi.**

**About you:**

The successful candidate will:

* Have a minimum of 3 years’ relevant experience of working in a Support Service position, ideally with previous administrative, HR, financial and logistics experience.
* Demonstrate an understanding of NGOs and show a commitment to humanitarian work
* Be self-organized, strong attention to detail, team player, and able to work under limited supervision
* Have strong interpersonal and negotiation skills
* Relevant Accounting qualification
* Possess good literacy, numeracy and computer skills
* Fluency in English language is essential
* Supervisory skills and demonstrated ability to motivate and manage a small team would be an advantage.

Please note that as part of MAG's commitment to safeguarding, this post is subject to background checks before an offer of employment is confirmed.

MAG is committed to the principles of diversity, equality and inclusion. If you think you would be suited to one of our roles we would welcome your application regardless of your background. We strive to provide an inclusive and supportive working environment where all employees feel respected and supported in fulfilling their potential.

**HOW TO APPLY**

**The job description is attached to this advertisement.**

**Please submit your CV and cover letter detailing your relevant experience and why you are suitable for this position to** [hr.tanzania@maginternational.org](mailto:hr.tanzania@maginternational.org) **by the closing date of 15th November 2024.**

**Due to the high volume of applications we receive, we are not able to respond to every application. If you have not heard back from us within 3 weeks of applying, it means that your application has not been successful.**