



VACANCY
Operational Unit, OCA – Berlin
Operations Manager 100% (f/m/d)

I. General introduction

Médecins Sans Frontières (MSF) is a private and independent international medical aid organisation. It was founded in 1971 by a group of French doctors and journalists. Whether it is war-wounded people in Yemen, displaced populations in South Sudan or patients with tuberculosis in Central Asia: MSF provides medical aid in more than 70 countries worldwide. The projects are targeted especially at people in need who do not have access to sufficient medical treatment or who are barred from aid. ÄRZTE OHNE GRENZEN e.V. in Germany is one of the 24 membership organisations of MSF. The main focuses of our work lie in the management of field projects, recruitment of field personnel, raising awareness about humanitarian issues, and fundraising. In 2017, ÄRZTE OHNE GRENZEN e.V. collected roughly 153 million Euros in private donations and other income and is currently employing more than 200 staff in Germany.

In the MSF Operations Centre Amsterdam (MSF-OCA), MSF-Germany, MSF-Holland and MSF-UK share ownership and responsibility for Operations in the field missions. This is expressed in programme portfolios managed by Operations Managers (OM), in close collaboration with the Health Advisor(s). Currently, three portfolios of field missions and the Emergency Desk are managed from Amsterdam, and two portfolios from Berlin. Each portfolio of missions is supported by a team of advisors (the Operational Support Team, OST), led by the OM. The HQ teams managing a portfolio of field missions are referred to as "Desks"

The Berlin portfolios are composed of the field projects in Chad, Central African Republic, Ethiopia and Yemen managed by one OM and one Medical Operations Manager responsible for the projects in the Russian Federation, Uzbekistan, Tajikistan, Belarus and Sierra Leone.

For the Operations department we are looking for an Operations Manager, starting from January 2020:

I. Terms of Reference:

Job title:	Operations Manager (m/f/d)
Job location:	MSF-Germany, Berlin
Job dimension:	100% (40 hours per week)
Starting Date:	preferably January 2020
Duration:	max 6 years
Deadline:	applications can be handed in until September, 22 nd 2019

Place within the organisation

The Operations Manager (OM):

- Reports to the MSF-OCA Director of Operations
- Line-manages Heads of Mission and the Operational Advisor
- Directs operations of his/her portfolio through supervision and management of its Heads of Mission and the Operational Advisor, and direction/steering of the members of the Operational Support Team
- Is member of the MSF-OCA Operations Platform
- Together with the Medical Operations Manager, is responsible for line managing the Berlin Operations Department and sitting on the Management Team of MSF-Germany. The exact distribution of these responsibilities between the OM and the MOM will be determined after the appointment of the OM.

Overall objective of the position

- Overall management and realisation of the portfolio of (field) operations in the various countries of the portfolio. Within his/her portfolio s/he has the end-responsibility for quality and implementation of field operations, policy and strategy, security, communications, logistics, human resources, finance as well as of initiative, response, observation, closure, monitoring and evaluation of field operations
- Depending on the final distribution of responsibilities between this position and the MOM, contribute to the management of the Berlin-based Operations Support Team as well the overall management and leadership of MSF Germany
- Contribute significantly to the overall development and steering of OCA operations globally.

II. Tasks:

Responsibilities as OCA Operations Manager

- Providing strategic steer and support to country managers to ensure humanitarian priorities and ambitions are translated into effective operational strategies
- Ensure appropriate planning and resource management in line with OCA policies, guidelines and plans
- Actively contribute to policy and strategy related to both the MSF OCA Operations as well as the support processes of the organisation, including duty of care and security management
- Contribute proactively to debate, critical reflection and learning within the MSF-OCA Operations-Platform and the wider organisation
- Depending on the final distribution of responsibilities between this position and the MOM, act as Berlin Line manager for the members of the Department (FTE and absence planning, evaluations, recruitment etc.) in close cooperation with the respective Amsterdam line managers
- Visit each country/project to review programme direction, quality, and develop strategies, on a regular basis
- Stimulate awareness of emerging health problems affecting populations in the countries covered and ensure an appropriate response
- Participate in or lead OCA wide working groups and platforms as a representative of the Operations Department if required
- Participate in or lead OCA Critical Incident Management Teams as required and requested

If appointed to the MSF Germany Management Team (see remark above) as permanent tasks or as replacement: German Section Responsibilities

- Lead the MT's thinking and actions on agreed strategic priorities in the domain of operations; ensure that priority operational issues are properly prepared, debated and decided on by the MT
- Ensure the timely delivery of the Operations Department contributions to the MSF-Germany strategic and annual plans, budgets and reporting
- Represent the Department during board meetings
- Ensure good exchanges with other departments and realize synergies where possible
- Ensure information flow from the MT and Office to the members of the Department and vice versa. Ensure that the concerns and priorities of the Operations Department staff are taken into consideration by the MT
- Occasionally, carry out representation tasks or other related activities in Germany.

III. Profile:

- We are seeking a candidate with a strong sense of the MSF mission and at least 3 years of field experience in emergency (medical) aid in complex humanitarian contexts with MSF (or a comparable organisation) and at least 2 years in a relevant management position.
- S/he is able to demonstrate strong proven skills in management and leadership and should be capable of directing people of various disciplines and cultural backgrounds over time and distance.
- S/he is capable of conceptual and analytical thinking and has proven skills to translate concepts into practice.
- S/he is required to have gained experience with a range of issues and responsibilities within the respective organisation, such as security management, policy formulation, financial and human resource management. S/he is result oriented and can act as a coach and inspire staff.
- S/he takes initiatives and decisions and comes up with a vision based on his/her own judgment.
- Good communication skills, including media and presentation skills, are essential, as well as an excellent command of English. Knowledge of French or Russian would be an advantage.
- The candidate must be willing to work long and irregular hours and travel including at short notice.

VI. What we offer:

- The position is based in Berlin, with frequent travel to the missions in the portfolio (up to 5 or 6 field visits per year) as well as to Amsterdam for planning and accountability purposes
- Payment in accordance with the MSF Germany internal salary structure; in this position according to group 8, starting gross salary from min. 4.237 to max. 5.361 Euro, depending on relevant working experience.
- Benefits: 30 days of annual leave per year, 13th salary, subsidized public transport ticket, regular increases in salary according to salary structure, financial support to private pension insurance scheme, as well as free drinks and fruit.
- Meaningful and diverse work within a respectful and positive organizational culture.
- Possibility of taking an active part in shaping the organization through cross-departmental working groups, regular staff surveys etc.
- Personal development through in-house trainings and the support of individual training programs.
- Support of a healthy and sustainable work-life-balance through working remotely, health promotion and an external psychological employee assistance offer.
- In case of relocation to Berlin we financially contribute to the moving costs.

As an internationally operating organization, we welcome diversity, open-mindedness and mutual respect. In accordance with our values, we only analyze the professional qualifications of interested candidates, regardless of origin, religion or belief, gender, sexual orientation or age.

We're looking forward to receiving your application until **22.09.2019**. Please submit your complete written application (incl. a letter of motivation **in English**, CV without photo and date of birth, certificates) by E-Mail (exclusively to **bewerbung.ber@berlin.msf.org** and integrate **all documents into one file** (pdf, max. 5 MB).

Further information about this position can be obtained from: Oliver Behn, Director of Operations, MSF OCA (Oliver.Behn@amsterdam.msf.org). For more information about the terms and conditions of employment at MSF Germany please contact **Jutta Eich**, HR Berlin, MSF Germany on +49-30-700130215.

Please note that as an organisation funded exclusively by private donations we cannot cover the travel expenses for a first round interview in Berlin. Thank you for your understanding.

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