



<b>Job Title</b>	Operations Manager
<b>Reports to</b>	Second Secretary, Embassy of Ireland, Dar es Salaam
<b>N° Reporting Staff</b>	Four
<b>Job Profile</b>	Under the direction of the Ambassador, manage and direct the operations and systems of the Embassy to ensure the efficient and effective running of the administrative, general operations and human resources functions. The Embassy expects that all staff are sensitive to gender issues and demonstrate an active commitment to human rights by facilitating open dialogue during engagement with stakeholders at all levels.

Key Performance Areas	KPA detail	Competency Requirements (must relate to the KPA requirements)	% time
<b>Human Resources, Learning and Development, and Statutory Compliance</b>	<ul style="list-style-type: none"> <li>• Lead all Human Resources services and administration across the Embassy, ensuring compliance with organisational policies and Tanzanian labour law</li> <li>• Lead on staff recruitment, on-boarding and employee relations</li> <li>• Manage all HR processes, systems and records including in relation to staff contracts, attendance, performance management, grievances and disciplinary procedures</li> <li>• Oversee implementation of HR and organisational policies, advising and supporting supervisors as they deal with staff concerns/complaints/ issues, seeking solutions / making recommendations to management when necessary</li> <li>• Manage service providers such as the local staff medical insurance scheme</li> <li>• Lead work on strengthening the workplace environment</li> <li>• Ensure the Embassy is in compliance with Tanzanian labour legislation and Irish Embassy policies, procedures, health and safety standards</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of results, ensuring high quality and optimal use of resources, with accurate monitoring and reporting.</li> <li>• Specialist knowledge in Human Resources management and Irish Public Service and Tanzania’s employment-related legislative requirements</li> <li>• Upholds the highest standards of honesty, ethics and integrity</li> </ul>	30%



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	<ul style="list-style-type: none"> <li>Lead on implementation of all Departmental initiatives to strengthen Human Resources, Learning and Development, and Statutory Compliance.</li> </ul>		
<b>Administration and General Management</b>	<ul style="list-style-type: none"> <li>Oversee overall smooth running of Embassy operations and lead the administrative function to deliver on the objectives of the annual work plan</li> <li>Manage all Embassy procurement, and ensure compliance with appropriate procedures and value for money</li> <li>Manage and ensure maintenance of up to date systems and processes to ensure smooth Embassy functioning</li> <li>Lead on the management and maintenance of Embassy properties, physical and fixed assets</li> <li>Oversee the management of administration, IT and security services</li> <li>Provide support for other activities included in the Embassy Business Plan as requested</li> <li>Support supervisors in management of junior and logistics staff</li> <li>Provide expert general management advice and input to the mission activities</li> <li>Participate in cross-Embassy workplace committees as required. Support operations staff to participate in and contribute to these committees</li> <li>Lead on implementation of all Departmental initiatives to strengthen administration and general management systems and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of results, ensuring high quality, optimal use of resources</li> <li>Specialist on-the-job capacity building knowledge</li> <li>Communications skills, ensuring information is provided clearly, concisely and confidently when speaking and in writing</li> <li>Specialist knowledge and expertise in organisational administration and management, budget management and reporting, and risk management</li> <li>Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department and effectively communicates this to others</li> <li>Management and teamworking, including coaching and support for groups and individuals, identification of development needs.</li> </ul>	25%



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		<ul style="list-style-type: none"> <li>Cultural, gender, religion, race, nationality and age sensitivity and adaptability.</li> </ul>	
<b>Contribution to Embassy Strategic Planning and Implementation</b>	<ul style="list-style-type: none"> <li>Participate in Strategic Planning review processes, and contribute relevant information, analyses and directions that advance Ireland’s goals and values</li> <li>Participate in the Embassy’s Senior Management Team</li> <li>Ensure that the general operational management work of the Embassy is accurately represented and adequately resourced in the Strategy</li> <li>Provide strategic/input and advice on general operations matters across the work of the Embassy and work within teams to ensure that their related responsibilities are understood.</li> <li>Provide accurate general operations information to inform strategy review and development</li> <li>Lead on implementation of all Departmental initiatives to strengthen Embassy Strategic Planning and Implementation</li> </ul>	<ul style="list-style-type: none"> <li>Has significant expertise in his/her field that is recognised and utilised by colleagues</li> <li>Analytical and conceptual thinking, seeing relationships between issues and identifying coherent solutions.</li> </ul>	25%
<b>Communications and teamwork</b>	<ul style="list-style-type: none"> <li>Communicate general operations requirements to all relevant internal and external stakeholders as required, ensuring that the material is user friendly</li> <li>Maintain links with other Missions to identify potential areas for collaboration, sharing the experiences of best practice with colleagues across the continent</li> <li>Participate in Embassy staff meetings and undertake delegated roles and responsibilities</li> <li>Report to line management as required</li> <li>Participate constructively in performance review processes</li> </ul>	<ul style="list-style-type: none"> <li>Communications skills, ensuring information is provided clearly, concisely and confidently when speaking and in writing.</li> <li>Excellent interpersonal communications, ensuring responsiveness, diplomacy, tact, courtesy and respect for others at all times.</li> </ul>	20%



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	<ul style="list-style-type: none"> <li>Carry out any additional responsibilities that may be assigned by line management from time to time</li> </ul>	<ul style="list-style-type: none"> <li>Open and constructive discussions around work issues</li> <li>Management and team working Flexibility and comfortable in adapting to change.</li> </ul>	
<b>Terms and Conditions</b>	<ul style="list-style-type: none"> <li><b>Working hours:</b> full time, or 38 hours per week. Occasional late working or attendance at work-related events outside of working hours is required. (Occasional travel may be required)</li> <li><b>Benefits:</b> Staff Medical Insurance Scheme; NSSF</li> <li><b>Primary work location:</b> Embassy of Ireland, Dar es Salaam</li> <li><b>Start date:</b> There is a 6-month probation period, after which performance is reviewed and a permanent contract confirmed.</li> <li><b>Performance Management:</b> The Embassy of Ireland operates a Performance Management Development System (PMDS) based on that used in the Irish civil service. Staff members agree, with their manager, goals, key tasks and targets aligned to an annual business plan. Performance is reviewed mid-year and at year-end. The PMDS also includes agreed on-going professional development actions. The incumbent agrees his/her profile with his/her line manager.</li> </ul>		