



TERMS OF REFERENCE

Operations Manager – HQ

Position Title: Operations Manager

Location: Hybrid – WFH with occasional visits to organisation HQ

Duration: Six months

Position Type: Part-time, 2.5 days per week

Reporting to: Head of Operational Support

Start Date: ASAP

Closing date for applications: 30 January 2026

The MENTOR Initiative ('MENTOR') is a humanitarian organisation specialising in disease control and improving access to healthcare in emergency settings currently across countries in Africa, the Middle East and South America. MENTOR is the leading organisation dedicated to the control of malaria and other vector-borne diseases in complex, challenging settings.

MENTOR delivers large scale disease control interventions working with communities affected by humanitarian emergencies caused by conflict and natural disasters. We also help build the technical and operational capacity of local and international partners to incorporate medium- and long-term disease control systems into their operations and country strategy.

MENTOR is recruiting a new part-time position for a contract period to produce a new procurement and field logistics procedure for the organisation.

Job requirements:

- At least two-years of experience in a logistics role in the humanitarian sector.
- Familiar with NGO working environments and standard procedures.
- Familiar with donors' procedures.
- Language: English. Knowledge of French or Portuguese would be an advantage.
- Organised and good coordination / project management skills.
- Excellent communication skills.
- Proven capacity to train others.

The MENTOR Initiative is an equal opportunity employer and values diversity in the organisation. We ensure the constant non-discrimination throughout the recruitment process.

The MENTOR Initiative is committed to promoting diversity and gender equality and strongly encourages candidates from under-represented backgrounds to apply.

The MENTOR Initiative applies a zero-tolerance approach to sexual exploitation, abuse, mistreatment or harassment, and other types of unethical behaviour including fraud.

The MENTOR Initiative will contact previous employers of applicants to determine if they have any history of violating international standards and codes of conduct relating to such matters.

Apply via LinkedIn or send your CV, letter of motivation and details of three referees (including your most recent employer) to: recruitment@mentor-initiative.org

Overall Job Purpose

The Operations Manager is a member of MENTOR's HQ team, working to the Head of Operational Support.

The principal objective within the duration of the contract is to overhaul MENTOR's procurement and field logistics procedures, ultimately presenting a new logistics manual, and delivering training to field staff on the new procedures. The new manual and associated procedures must be compliant with donor and organisational standards.

Responsibilities of the post include:

Procurement and Supply Chain

- Conduct a thorough diagnosis of procurement and supply chain processes, noting areas for improvement such as ordering and tracking, supplier background checks, lead times for delivery.
- Harmonise procurement processes and procedures across countries, investigating the possibility of simplifying the procurement chain.
- Oversee the introduction of an online, accessible database for tracking procurement processes and associated documentation.
- Ensure new database can provide timeline forecast for products and services.
- Provide regular updates on organisational procurement plans.
- Ensure new institutional processes can improve capacity to deliver supplies in short period of time.

Field Logistics

- Diagnose institutional processes for the coordination of transport, warehousing, and distribution systems for field operations. Identify areas for improvement.
- Diagnose asset tracking systems, noting effectiveness and compliance. Identify areas for improvement.
- Inspect fleet management procedures across all missions. Identify a harmonised method of working.
- Investigate the possibility of contingency plans for emergency logistics support, to enhance institutional ensuring quick deployment of assets and supplies when needed.
- Investigate the use of new tools and procedures for field missions to ensure an online, accessible facility allowing for instant verification of asset location and asset state.

Other

- Includes the possibility of transfer to a similar post at the end of the contract.
- Any other duties as may be assigned by the Country Directors and agreed with the Director.