TERMS OF REFERENCE

Operations Coordinator - Mozambique

Position Title: Operations Coordinator
Location: Pemba
Reporting to: Country Director and HQ
Duration: 10-month contract
Closing date of applications: 26/11/2026
Start date: 1/12/2026

Requirements for the role

- A minimum of 10 years' experience as a logistician in emergency settings, including direct security management experience.
- Familiar with NGO working environments and standard procedures.
- Familiar with donor procedures.
- Demonstrated prior experience working in volatile/high-risk security contexts is strongly preferred.
- Language: Portuguese and English.
- Organised and good coordination / project management skills.
- Excellent communication skills.
- Proven capacity to train others and to HR management.

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.

To apply: preferably using LinkedIn or if that is not possible, please email CV, a letter of motivation and details of three referees (including your most recent employer) to recruitment@mentor-initiative.org. Please note we cannot provide feedback at the shortlisting stage.

The MENTOR Initiative ('MENTOR') is a humanitarian organisation specialising in disease control and improving access to healthcare in emergency settings 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, vulnerable settings.

MENTOR delivers large scale disease control interventions working with communities affected by emergencies such as conflict and natural disasters and at higher risk of diseases. We also support 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.

Overall job purpose

MENTOR seeks an experienced and highly motivated professional for an operations coordinator role in Mozambique.

The Operations Coordinator is a member of the Country Management Team (CMT) supporting MENTOR achieve programme objectives in a timely manner and strategically develop its support in response to identified needs in country.

The role works closely with the Country Director (CD), the Finance Coordinator and the Technical Coordinator to provide required operations support as per logical frameworks and/or in accordance with the programme grant/award specifications. The Operations Coordinator manages a team comprising of both international and national logistical staff.

Task and responsibilities

Security

The operations coordinator as a security focal point is accountable to the Country Director for maintaining up to date knowledge of the local security situation and for advising the Country Director on operational security matters. The operations coordinator may also be delegated to represent the Country Director at security cluster meetings and to share/obtain relevant security information. Delegated tasks from the Country Director:

- Carry out a full security assessment of the areas where MENTOR operates.
- Ensure regular updates of security guidelines/plans. This includes overseeing that all bases in country have adequate security plans in place.
- Ensure that route assessments are written and/or reviewed within 72 hours prior the movement.
- Organise training of all personnel and share security updates to all field bases.
- Provide security updates to CD and HQ (PM and Security Officer) on a regular basis.
- In close collaboration with the Country Director, coordinate and analyse security information received from the field, from team members and from security agencies and partners in country such as INSO, UNDSS and partner Security Focal Points.
- Ensure the implementation of security related logistical support for the programmes such as hibernation kits, fence at the bases, vehicles, security training of drivers and guards and communication materials.

- Ensures solid and extensive security briefing of new consultant team members upon arrival in the country.
- Ensure personnel comply with the use of security-related technologies.
- Ensure the strict respect of general security rules by all MENTOR team members in country.
- Report any security incidents and issue of alerts to the Country Director and/or PM and HQ Security Officer.

Fleet management

- Responsible for organising the increase of the MENTOR fleet. This includes purchase of second hand, suitable vehicles for the mission as well as rental when appropriate.
- Coordinate and ensure the maintenance and repair of all vehicles. This includes long term solutions for quality maintenance by skilled people.
- Ensure the proper usage of vehicle logbooks, fuel consumption and daily / weekly routine checks.
- Keep current documentation, maintenance and insurance of all vehicles used in the programme.

Procurement

- In close collaboration with the HQ team, coordinate and follow up on all international procurement. This includes the preparation of all documentation required as per the standard procurement procedure.
- Responsible for all local procurement of programme entrants and operational support items. This includes supervising that MENTOR standard procedures are applied and respected at all levels for national procurement.
- Directly responsible, with the local logistical team, for the consignment and Customs clearance of goods.

Stock management

- Ensure that MENTOR standard procedures are in place for stock management at all levels (stock cards, waybills, stock requests and inventories).
- In close collaboration with the medical team, ensure correct management of pharmaceutical stock.
- Coordinate and ensure the maintenance and repair of all generators, communication equipment and IT equipment.
- Responsible for the regular maintenance of a complete, transparent and detailed list of assets.
- Ensure all programme assets are recorded and monitored / maintained.
- Coordinate the logistical filing system to include all equipment manuals, maintenance schedules and logs documentation e.g. waybills.

Office / accommodation maintenance

- In collaboration with the CD, oversee the identification and set-up of new bases as required. This includes coordination of potential renovation work, electrical fittings and sanitation.
- Procure and maintain essential items for mission bases (generator, internet, water supply, computers, communications equipment etc).
- In close collaboration with CD, ensure security precautions are adequate for all mission bases as per context requirements.
- If required, source secure warehousing facilities.

Human Resources

- Direct management of the operations team in country.
- If required, organise for recruitment of logistical staff as required and following standard recruitment procedures
- Participate / organise regular team meetings as required.
- Ensure that the MENTOR code of conduct and internal rules and regulations are followed and respected.

Programme Support

- Support the logistical aspects of the programmes.
- Ensure back up operations for the programmes as required.
- Provide logistically related information for proposals and budget designs for new grant submissions.

IT

- Ensure the quality of IT equipment and software.
- Coordinate with logistics to carry out regular quality equipment reviews.
- Follow-up the technical assistance to IT equipment.

Other

- Provide logistical input to the regular internal sit-reps.
- Includes the possibility of transfer to another similar post in another MENTOR country programme within the period of this contract agreement.
- Any other duties as may be assigned by the CD and agreed with the Director.