



Background

IAIDI is powered by the belief in unlocking opportunities for all. To do this, we know our teams do their best work when they are diverse, and every team member feels that they belong. We welcome diverse backgrounds, perspectives, and skills so that we can be stronger and have a long-term impact.

The Program / Department / Team IAIDI has been operational in Nigeria since 2014, focusing its interventions on Sustainable Agriculture, Livelihood and Resilience Value chain, and inclusive markets and Nutrition in both humanitarian and development sectors. With the ongoing insurgency in Northeast, Northwest, and Northcentral Nigeria causing the displacement of millions of individuals, IAIDI started its humanitarian response in 2016 to address the rising humanitarian needs and development nexus.

General Position Summary: The Operations Manager provides general management and Coordination for all program support functions, including procurement, logistics, asset, warehousing, admin, property management, and information technology. The Operations Manager- proactively and informatively communicates and coordinates the program support functions with IAIDI's staff in East, North Central, Northwest, and West states and other field locations (as and when required).

The Position

The Operations Manager is a key person within the country program, who ensures the resources are planned and utilized towards effective program support. The Operations Manager plays a key role in the field operations management of the country program and shares the responsibility for the direction under the guidance of the Head of Program and Operations

Essential Responsibilities

- ☐ Manage reliable and cost-effective operations and effective implementation of the strategies of IAIDI towards the right direction, including supervision of facilities & office management, information technology, procurement, asset management, fleet management, and warehouse
- ☐ Establish systems to ensure the smooth flow of goods into the country through different channels
- ☐ Identify different vendor categories to respond to the program needs
- ☐ Act as a focal point for all internal and external coordination
- ☐ Provide overall operational support to programs and facilitate coordination, supervision, and monitoring of support activities designed to assist in fulfilling program objectives.
- ☐ Establish and maintain a pipeline of supplies, overseeing the logistical aspects of the operation; overseeing all commodity storage and movements as needed.
- ☐ Oversee facility management, including housing, office leases, and warehouses; ensure that security standards are maintained at all premises.
- ☐ Work closely with program management to facilitate program planning and upcoming procurement resource needs.

- Work closely with program and finance teams to deliver successful programs while demonstrating excellent stewardship of donor funds and compliance with IAIDI and donor regulations.
- Responsible for the management of all project procurement functions, compliance, and control as described in the IAIDI manual.
- Supports the program team on the timely provision of operations support at a higher level of standards.
- Ensures compliance with the requirements of IAIDI and rules and regulations specified by the donors and sometimes host governments.
- Provides management information for decision-making as required.
- Support developing budgets for operations activities of country programs as an integral part of program proposal development and country-level budgeting.
- Represents IAIDI as required in coordination with country management. The Operations Manager Roving will have certain representation at the discretion of the Head of Program and Operations. The level of representation may vary depending on the country's context (i.e., Local Logistics Cluster, NGO Working Groups, etc.)

Responsibilities of Operations Manager

As a member of the Operations team, the Operations Manager is responsible for, but not limited to, key responsibilities of management oversight, development and implementation of policies and procedures, and resource management. The position will report to the Head of Program and Operations.

IMPLEMENTATION OF POLICIES AND PROCEDURES

Implementation of appropriate operations policies and procedures that comply with IAIDI policies and procedures and with donor rules and regulations, focusing on the achievement of the following results:

- Full compliance of operations with IAIDI Procurement and Logistics policies, procedures, and processes.
- Provide technical and managerial leadership in the implementation of Procurement and Logistics in the country program.
- Ensure ongoing full compliance of IAIDI finance policies and procedures and others (i.e., Program Management Manual, National Staff Handbook and applicable SOPs, etc.).
- Provide expert advice on IAIDI policies regarding resource management, tools, etc.

RESOURCE MANAGEMENT

Effective and efficient resource management in administration, procurement, logistics, and IT for the achievement of the following results:

- Responsible for the provision of high-quality and timely procurement and other program support.
- Exercising management over procurement processes and logistics, ensuring compliance with IAIDI procurement policies and procedures, as well as donor rules and regulations.
- Oversee provision of transport and travel support (international and domestic).
- Oversight on maintenance of proper custody of IAIDI assets, warehouse inventory, and general inventory.

- ☐ Oversee financial records and documentation on day-to-day project /program activities, in compliance with IAIDI's financial and donors' policies.

TEAM MANAGEMENT AND SECURITY

- ☐ Develop the capacity of the team, deepen understanding of their roles, and assist with career development.
- ☐ Assist team members with information, tools, and resources to improve performance & reach objectives.
- ☐ Promote accountability, communicate expectations, and provide constructive feedback informally and formally via regular one-on-ones and performance reviews.
- ☐ Create and sustain a work environment of mutual respect where team members strive to achieve excellence.
- ☐ Hire, orient, and lead team members as necessary.
- ☐ Work with all IAIDI staff to ensure smooth introduction and adoption of operational systems.
- ☐ Ensure compliance with security procedures and policies as determined by country leadership.
- ☐ Proactively ensure that team members operate in a secure environment and are aware of policies.

Supervisory Responsibility

Procurement and Logistics Officer, Human Resource and Admin Officer, ICT Officer, Finance Officer, Security Officer

Accountability

Reports Directly To: Head of Program and Operations

Accountability to Participants and Stakeholders

IAIDI team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring, and evaluation of our field projects.

Minimum Qualification & Transferable Skills

- ☐ BA/BS degree in a relevant field.
- ☐ Minimum of 3 years of management experience in a corporate or NGO sector, including experience in operational support.
- ☐ Sound knowledge of administrative and logistics procedures is highly desired.
- ☐ Proven supervisory ability and/or technical skills combined with leadership.
- ☐ Strong interpersonal skills and ability to establish and maintain effective working relationships with colleagues in a diversified, multi-cultural, and multi-ethnic working environment.
- ☐ Skills in managing, organizing, planning, and implementing assigned tasks under pressure of frequent and tight schedules.
- ☐ Strong ability to apply good judgment and decision-making skills in difficult and complex working environments.

- ☐ Demonstrated analytical and problem-solving skills in handling management and coordination issues at the country program level.
- ☐ Effective verbal and written communication, organizational, prioritization, and Microsoft Office applications.
- ☐ Excellent oral and written English skills required.
- ☐ Ability to work effectively with an ethnically diverse team in a sensitive environment.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion are a journey, and we are committed to learning, listening, and evolving to become more diverse, equitable, and inclusive than we are today.

Equal Employment Opportunity

IAIDI is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have a sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination based on race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability, marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding

IAIDI is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants, or others, are treated with respect and dignity. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves professionally, respect local laws and customs, and to adhere to IAIDI Code of Conduct Policies and values at all times.

Method of Application

Interested candidates should submit the following documents to **recruitment@iaidi.org**

- ☐ A detailed **cover letter and Resume** outlining your interest in the position, relevant experience, and how you meet the qualifications.
- ☐ The dateline for application is 30th July 2026 by 5:00pm