

<b>Job Title:</b>	Administration Manager
<b>Reports to:</b>	Operations Director
<b>Terms:</b>	One year contract but renewable depending on funding availability, performance of the post-holder and programme needs
<b>Salary:</b>	GB5 Step 1
<b>Requirements:</b>	This position is based in Concern's Mogadishu office and involves providing substantial support to Concern's programme locations across Somalia.

**About Concern:** Established in 1968, Concern Worldwide is an international, humanitarian, non-governmental organisation dedicated to the elimination of extreme poverty and the reduction of human suffering, primarily in fragile countries.

Concern's vision, our mission and our work are all defined by one goal – ending extreme poverty, whatever it takes. Concern strives for a world where all people live in peace and prosperity and are treated equally, with dignity and respect.

Informed by the priorities of affected communities, we go where the needs are greatest and work to save lives, protect and develop livelihoods, support recovery and build long-term resilience. Our work is guided by our core values and nurturing a culture of inclusion, compassion and humanity.

**Role Purpose:** The Administration Manager is responsible for the effective, safe and compliant management of Concern's office and guesthouse facilities across Mogadishu, Baidoa, and Galkayo. The role supports the Operations Director in delivering high-quality administrative and security management services to ensure effective programme delivery. The post holder also acts as Security Focal Point (SFP) at Mogadishu and Galkayo programme level, supporting implementation of the Security Management Plan (SMP) and associated SOPs.

**Responsibilities:**

**Administration & Operational Support**

- Ensure all offices and guesthouses facilities are functional, well-maintained and compliant with organisational and statutory requirements
- Oversee maintenance, repairs and servicing of buildings, utilities (electricity, water, sanitation) and equipment, ensuring efficiency and cost-effectiveness
- Manage leases, utilities, and service contracts ensuring timely renewal, compliance and continuity of services
- Maintain accurate asset register, inventories, and facility documentation, ensuring proper labelling, tracking, and audit readiness
- Oversee day-to-day office administration, including reception services and visitor access systems
- Ensure safe, well organised working environments through effective space planning and workstation readiness
- Coordinate accommodation arrangements for staff and visitors and maintain team houses to acceptable living standards
- Ensure continuous availability, proper management, and accurate record-keeping of office supplies, stationery, safety equipment and other essential services

- Coordinate and ensure the efficient delivery of administrative support for staff travel including flights, accommodation and transport arrangements
- Ensure national and international staff movements are compiled and shared with management on weekly basis.
- Support onboarding of international staff and visitors, including accommodation, orientation and logistics support as required
- Ensure visas, permits, and other official documentation are processed with relevant authorities efficiently
- Ensure effective filing systems, documentation, and administrative trackers are maintained all the time
- Ensure administrative payments (rent, utilities, service contracts) are processed in a timely manner and in coordination with Finance
- Line manage administrative and support staff, including supervision, performance management, and capacity development
- As the carbon audit focal point, ensure carbon audit data on air travel, vehicle and generator fuel consumption, electricity use, printing paper, and air conditioning is accurately compiled and submitted annually to HQ for auditing purposes
- Prepare monthly administrative report and submit to the OD for review
- Manage and monitor administrative budgets for Mogadishu, Baidoa and Galkayo operations

### **Safety and Security Management**

- Act as Security Focal Point (SFP), supporting implementation, monitoring, and improvement of the SMP and related SOPs
- Ensure SFG meetings are organised, documented and follow-up actions implemented
- Ensure all new staff and visitors receive comprehensive and timely security briefings upon arrival
- Monitor the security environment and ensure timely communication of risks, threats and incidents to staff and management
- Ensure accurate and timely incident reporting via the Security Incident Reporting Tool (SIRT)
- Activate and coordinate emergency communication systems (call tree) during incidents and keep senior management informed
- Ensure security systems (guards, CCTV, alarms, tracking systems) are functional, maintained, and regularly reviewed
- In collaboration with Concern's Head of Security Guards, oversee and evaluate the performance of office guards and contracted service providers
- Organise and conduct security drills, simulations, and evacuation exercises
- Compile and submit monthly security and political context updates to management
- Support emergency preparedness, contingency planning, and operational response, including staff relocation or evacuation
- Maintain strong coordination with key stakeholders (government, NGOs, UN, INSO, partners, communities) to gather and share reliable security information

### **Other Duties**

- Ensure compliance with health and safety standards across all facilities
- Conduct regular risk assessments and safety inspections and implement mitigation measures
- Ensure that office and guest house facilities are gender and disability responsive and inclusive, taking welfare of staff and residents into account
- Ensure availability and proper use of first aid kits, PEPSI kits, hibernation kits and safety equipment
- Organise safety trainings (e.g. First Aid, Psychological First Aid) and promote staff wellbeing
- Integrate safety considerations into all facilities and operational decisions
- Ensure facilities are prepared for emergency scale-up and response operations
- Promote good environmental practices to reduce Concern's carbon footprint and lead the organisational Green Agenda by encouraging behaviour change across all staff
- Support engagement with government ministries, local authorities, and external stakeholders
- Ensure compliance with legal and regulatory requirements, including registration, taxation, and statutory obligations
- Represent the organisation in external meetings when required
- Track and report facilities-related costs, ensuring accountability and effective budget utilisation

- Uphold organisational values, Code of Conduct, safeguarding principles, and confidentiality standards
- Promote safeguarding and FCRM awareness on expected staff behaviour to communities
- Participate in emergency response activities as required
- Perform any other duties assigned by the Operations Director

**Role Holder Requirements:**

- Bachelor’s degree in business administration, management, public administration, operations management, or related field.. A master’s degree or relevant professional certification is an added advantage
- 4–6 years of progressive experience in administration or office management, preferably with INGOs, with at least 1 year of management Additional certification in Administration, Security Management, Health & Safety, or Facilities Management is an advantage
- Strong knowledge of procurement, asset management, budgeting and organizational policies and procedures.
- Ability to work under pressure, manage competing priorities and maintain confidentiality
- Strong problem solving, planning and decision-making abilities
- Excellent organizational, communication and interpersonal skills
- Excellent working knowledge of Microsoft Office applications

**Competencies:**

Candidates are expected to demonstrate abilities in the following priority competency areas (highlight 3-4 competencies **in bold** as appropriate):

Managing Yourself	<b>Planning and decision-making</b>
<b>Individual leadership</b>	Creativity and innovation
<b>Communication and working with others</b>	Influence, advocacy and networking
<b>Delivering results</b>	Change

We encourage all eligible candidates, irrespective of gender, ethnicity or origin, disability, political beliefs, or socio-economic status to apply to become a part of the organization. Concern is against all forms of discrimination and unequal power relations and is committed to promoting equality.

If this role sounds right for you, please apply with your CV and cover letter. We will respond to every applicant. Please be aware we may offer positions before the closing date.

If you have any concerns about our recruitment process and need particular assistance - for example if you have a disability e.g. a hearing impairment - please let us know and we will do our best to respond to your needs.

**How to Apply**

Interested candidates, who meet the above requirements, should submit their applications (cover letter and updated

CV contacts) by email to **som.vacancies@concern.net** with the subject line “Application for **Administration Manager**” by **Sunday 31<sup>st</sup> May 2026**.

Concern is an equal opportunities employer and female candidates are strongly encouraged to apply.

**Important information:**

Concern has an organizational **Code of Conduct** with three Associated Policies: The **Programme Participant Protection Policy, the Child Safeguarding Policy, and the Anti-Trafficking in Persons Policy** accessible [here](#). These have been developed to ensure the maximum protection of Programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the Programme and partner organizations, and the standards of behavior expected of them. In this context, staff have a responsibility to the organization to strive for, and maintain, the highest standards in their work, in accordance with Concern’s core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an

appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the safeguarding and protection of adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with adults and children are recruited by us for such roles. Consequently, working or volunteering with Concern may be subject to a range of vetting checks, including criminal background checking.

During this job application, you will provide Concern with your **personal data**. Concern takes its responsibilities towards this personal data very seriously and is committed to complying with all relevant data protection legislation.