



DELEGATE PROFILE

Supply Chain Logistics and Procurement Coordinator

PROFILE OVERVIEW

Australian Red Cross deploys **Supply Chain and Procurement Coordinators** (generally referred to as Delegates) in response to disasters and crises around the globe as part of International Federation of the Red Cross and Red Crescent (IFRC) Emergency response and/or Recovery Teams. The IFRC's logistics is a core function supporting the IFRC humanitarian action. The IFRC Logistics Procurement and Supply Chain Management (LPSCM) has a global network including:

- a headquarters-based LPSCM in Geneva
- an operational LPSCM unit as part of Global Service Center in Budapest
- a logistics hub and global fleet base in Dubai
- Operational LPSCM units located in Panama, Kuala Lumpur, Nairobi and Beirut
- country-based logistics set-up.

LPSCM web pages: www.ifrc.org/logistics

The Supply Chain and Procurement Delegate is responsible for the implementation, coordination and management of the country level logistics operations in cooperation with National Societies (NS), IFRC Country Cluster Delegation (CCD) / Country Delegation Office (CD) and with IFRC Global Humanitarian Services and Supply Chain Management – Asia Pacific (GHS&SCM-AP) strategy. The delegate will ensure the efficient and effective delivery of goods and equipment, to optimise service quality and cost effectiveness and to meet the needs of the Federation and partners.

This role carries both coordination and operational support responsibilities. The role will provide logistics support services and coordinate country level supply chain service provision in conjunction with NS and under the technical guidance of the IFRC GHS&SCM-AP unit. The Delegate will build relationships with NS Logistics teams in order to share learning and build capabilities to enable the transference of the logistics activities in the operations from IFRC to NS responsibility. The role will need to provide logistics technical advice, support and training to IFRC staff/delegates and NS to ensure the necessary capability and understanding exists to ensure there is full adherence to best practice principles, and compliance with necessary regulation, legislation and IFRC procedures. The Delegate is also responsible for the direct implementation and management of IFRC logistics programs and carries accountability for country level IFRC stocks and fixed logistics assets.

KEY RESPONSIBILITIES

General logistics and Management:

- Together with their NS counterpart/s, coordinate and manage country-level logistics support for IFRC activities in-line with IFRC standards, practices and procedures in conjunction with NS Logistics activities.
- Assess the current logistics set-up, logistics management and staff structures of IFRC/ NS relating to the relief operations and make recommendations to adjust it to adequately support the operations.
- Work with NS counterpart/s to develop the logistics and supply chain strategy for the operation in order to provide efficient logistics services to all programs.
- Liaise, where appropriate, with government officials and representatives from the UN and other NGOs, including attendance at inter-agency meetings to collaborate and share key information on challenges and opportunities during the operation.
- Pro-actively work together with the recovery program to ensure a sufficient and functional logistics supply chain, including identifying bottlenecks affecting the logistics operations and analysing the nature of the constraints before making concrete recommendations to rectification.
- Maintain current, or implement the IFRC, standard warehousing and logistics policies/practices. Produce regular, timely and accurate stock, narrative and financial reports for the IFRC and donors.

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- With the support of NS counterpart/s coordinate logistics functions with the National Society, integrating operations as far as possible. This entails facilitating, where possible, transfer of standard IFRC forms for monitoring, controlling and reporting.
- Work closely with the Operations Manager/Field Coordinator to identify the recovery program needs requiring support within the logistics area of responsibility, and plan and budget for these requirements.

Procurement:

- Together with NS counterpart/s, Plan, coordinate and organize country level IFRC procurement activities in full compliance with IFRC Procurement Procedures and best practices to enable a high quality, efficient and cost-effective procurement process that meets the requests of the services users.
- Liaise with relevant field level operational partners and governmental bodies and keep up to date with local market conditions to enable delivery of most efficient procurement service.
- Lead on the delivery of procurement service improvement, best practice, continuous learning and knowledge sharing between departments and keep the unit at the forefront of innovative procurement service practices.
- Plan and mobilize IFRC resources in support of the assessment, planning, and implementation of procurement of goods at a scale for the emergency response.
- Maintain and communicate a comprehensive data of all goods and services procured at a country level, and registered suppliers to enable LPSCM to evaluate and instigate opportunities to consolidate supplier commercial arrangements for the benefit of the IFRC and its country partners.
- Ensure process records and performance data are maintained to a high standard and are audit-ready at all times.
- Establish KPIs for the operational procurement function and report KPIs to the Management team on an ongoing basis.
- Provide technical expertise and advice across the in-country network to enable delivery of the right quality and cost-efficient procurement service provision that meets the requirement of the Federation, partners and customers.
- Ensure the dissemination of IFRC's Fraud and Corruption Prevention and Control Policy to all suppliers/service providers who engage with the Delegation.

Warehousing, transportation and fleet management:

- Management of receiving, unloading, clearing and transporting relief goods.
- Plan, coordinate and manage transportation requirements of the NS in accordance with the operation needs, including maintaining use of transportation management system for IFRC owned vehicles, establishing and maintaining contracts with private companies for trucks and additional vehicles, and planning best use of the vehicles.
- Supervise overall management (including maintenance) of the IFRC operation's vehicle fleet, including import/export activities in coordination with the Fleet Officer in the IFRC GHS&SCM-AP and where needed with the Global Fleet base in Dubai, as well as supervise contracts, security and management of drivers.
- Oversee maintenance of logistics fixed assets, including vehicle registrations and insurance issues.
- Manage the customs clearance and other formalities for incoming goods as well as their timely transportation and receipt into warehouses.
- Ensure the correct storage, rotation of stock and proper structural maintenance of warehouses to keep all stocks in good condition.
- Maintain accurate stock control and records at all times and provide monthly stock reports.

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National Society logistics capacity building:

- To maintain good relationships with NS Logistics teams in order to share learning and build capabilities to enable the transference of logistics activities from IFRC to NS responsibility.
- In collaboration with NS counterpart/s, support the coordination of the NS logistics capacity building development, in close coordination with the LPSCM in Kuala Lumpur according to the Movement NS Logistics Development (NSLD) guidelines.
- Work with NS counterpart/s to develop and implement a capacity building plan as per the gaps identified during the emergency operation and to contribute to the development of the National Society's logistics capacity.

KEY QUALIFICATIONS. EXPERIENCE, KNOWLEDGE + SKILLS

- Relevant university education in logistics or procurement **OR** an equivalent of qualifying experience
- A minimum five years' experience in general logistics, including supply chain, warehousing, transporting goods, fleet management and procurement
- Experience in financial management, including budgeting
- Experience in coaching/skill transfer/training, and staff/volunteer development
- Strong project management skills including the ability to work to tight deadlines and handle multiple tasks
- Knowledge of procedures and international standards for the purchase of goods and services
- Proven experience to carry out procurement assessments and set up operations for recovery

Preferable:

- Experience in Cash-Based Intervention (CBI) such as the ability to provide Logistics support to preparedness, assessment, programme design, implementation operation and review CBI programmes
- Experience working remotely to support in-country operations
- A good understanding of Asia Pacific country context.

BEHAVIOURAL COMPETENCIES

- Strong communication skills both oral and written including high-level liaison and report writing skills
- Proven good judgement, strong decision-making skills and the ability to work with complete integrity and confidentiality
- Strong analytical thinking skills and the ability to evaluate and assess options for the development of strategies
- Extremely flexible and adaptable, at ease in ambiguous high intensity environments and able to keep a consistent, courteous and positive attitude towards others
- Culturally competent with excellent ability to work effectively as part of multicultural teams and engage in a respectful, considerate manner with local staff and communities
- Strong interpersonal skills and proficient in collaborative and cooperative approaches in teamwork
- Good command of another IFRC official language (French, Spanish or Arabic) – preferable.

For more information on **IFRC's Disaster & Crisis Management** work, please visit <https://fednet.ifrc.org/en/resources/disasters/disaster-and-crisis-mangement/>