

POSITION DESCRIPTION

Position Title:	Deputy Operations Manager		
Division/Unit:	Global and Tropical Health Division		
Report to (Role):	Finance and Operations Manager		
Classification Level:	B1A4		
Status (FTE):	1.0FTE	Location:	Dili, Timor-Leste
Number of positions supervised:	Directly: 2		
	Indirectly: 14		
Special Provisions:	<ul style="list-style-type: none"> • Vaccinated against rabies or willing to receive the rabies vaccination. • Travel to municipalities. • Have a recent National Police Clearance Certificate. 		

ABOUT MENZIES:

As one of Australia's leading medical research institutes dedicated to improving the health and wellbeing of Aboriginal and Torres Strait Islander Peoples, and a leader in global and tropical research into life-threatening illnesses, Menzies School of Health Research continues to translate its research into effective partnerships and programs in communities across Australia and the Asia-Pacific region.

SUMMARY OF THE POSITION:

The Deputy Operations Manager is responsible for overseeing and optimizing Menzies TL's logistical, and operational functions. This role ensures that supply chain activities, warehousing, shipment management (both receiving and export), fleet management, asset tracking and general operations are executed efficiently.

The Deputy Operations Manager will also be responsible for preparing and managing the operations department's budget while ensuring compliance with donor and regulatory requirements.

This position requires strong leadership, problem-solving skills, and the ability to manage multiple operational functions in a dynamic environment.

PRIMARY RESPONSIBILITIES:

The following key responsibilities are not exhaustive and may include others as directed by Finance and Operations Manager.

1. Supply Chain & Logistics
 - Manage procurement, ensuring compliance with the organization's policies and donor requirements.
 - Oversee the entire supply chain, including purchasing, supplier relationships, inventory management, and distribution.
 - Coordinate the receiving, storage, and distribution of shipments, including both international and local purchases.
 - Handle export shipments, ensuring compliance with customs, regulatory requirements, and proper documentation.
 - Develop and implement inventory control procedures to optimize stock levels, minimize waste, and prevent stockouts.
2. Warehousing & Inventory Management
 - Supervise warehouse operations, ensuring efficient space utilization and organization.

VISIT US

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- Implement best practices for stock control, ensuring accuracy and timely reporting.
- Ensure all warehouse activities comply with safety regulations, quality standards, and NGO policies.

3. Fleet Management

- Oversee the organization’s fleet, ensuring vehicles are maintained, serviced, and fit for purpose.
- Implement fleet tracking systems to monitor vehicle usage, fuel consumption, and driver efficiency.
- Ensure vehicle logs, maintenance records, and fuel usage reports are accurately recorded and analysed for cost control.
- Develop strategies to improve fleet utilization, reduce costs, and enhance transportation efficiency.
- Ensure compliance with road safety regulations, insurance policies, and vehicle registration requirements.
- Provide training and guidelines for drivers to enhance safety and performance.

4. Asset Management

- Develop and maintain an accurate asset registry, ensuring proper tracking of all organizational assets.
- Implement asset management policies to monitor asset life cycles, including procurement, usage, maintenance, and disposal.
- Ensure routine maintenance and servicing of key assets such as IT equipment, office infrastructure, and vehicles.
- Conduct periodic asset audits to verify physical assets against records and ensure accountability.
- Ensure compliance with donor and regulatory requirements regarding asset management and reporting.

5. Operations & Administration

- Develop and implement operational policies and procedures to improve efficiency.
- Work closely with program teams to ensure the timely delivery of supplies and resources.
- Ensure proper documentation and record-keeping for all operational activities.
- Identify risks in operations and implement mitigation strategies.

6. Budget & Financial Management

- Prepare and manage the operations department’s budget, ensuring financial efficiency and cost control.
- Monitor and track operational expenditures, ensuring alignment with budget allocations.
- Identify cost-saving opportunities without compromising operational effectiveness.
- Work with the finance team to ensure transparent reporting on procurement, logistics, and fleet expenses.

7. Team Management & Compliance

- Lead and supervise the operations team, including logistics, procurement, and warehouse staff.
- Provide training and capacity-building opportunities for staff to enhance efficiency and compliance.
- Ensure all procurement and logistics processes align with donor regulations and industry standards.
- Implement compliance measures to ensure operational integrity and accountability.

8. Other responsibilities

- Any other tasks as reasonably required by the Finance and Operations Manager.

SELECTION CRITERIA:

1	Qualifications:	<ul style="list-style-type: none"> • Relevant tertiary qualification in Logistics, Supply Chain Management, Business Administration, or a related field and at least 5 years of experience in operations management, supply chain, procurement, logistics, or a related field. • Experience in leading cross-functional teams and improving operational efficiencies.
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2	Essential Criteria:	<ul style="list-style-type: none"> • Experience in warehouse management, including receiving, storing, and distributing shipments. • Strong knowledge of export and import regulations, customs clearance, and shipping documentation. • Experience managing a fleet of vehicles, including maintenance, fuel tracking, and logistics planning. • Strong leadership and team management skills. • Experience in asset management, including tracking, auditing, and disposal. • Ability to develop and implement operational policies and procedures. • Proficiency in inventory management systems, asset tracking tools, and Microsoft Office Suite. • Excellent organizational and time-management skills. • Strong analytical and problem-solving abilities. • Knowledge of compliance standards for NGOs, including donor procurement policies (e.g., USAID, DFAT, EU). • Ability to work in challenging environments with minimal supervision. • Proficiency with MSupply or other database software and excellent Excel skills. • Fluent in English and Tetum. • Proven ability to establish and develop productive partnerships, manage sensitive issues and maintain confidentiality. • Initiative, good judgement and strong problem-solving skills with demonstrated ability to work under broad direction as part of a multidisciplinary team. • Demonstrated ability to think analytically and critically and to synthesize relevant data in the stated area(s) of interest.
3	Desirable Criteria:	<ul style="list-style-type: none"> • Proactive, hands-on manager who will own, in partnership with the Country Manager, responsibility for the operations. • Strategic thinker who possesses solid business acumen and is able to organize and manage multiple priorities. • Exceptional verbal and written communications skills and the ability to interact effectively with others, both internally and externally. • Excellent time management skills, with the ability to perform multiple tasks and meet critical deadlines while maintaining accuracy and quality. • Proven ability to make complex and time-sensitive decisions in the best interests of the organization.

Country Manager

Name:	Antonio Goncalves		
Signature:		Date:	2/03/2026