

Domain

Tier 1 - Operational

Displays a practical understanding of effective day-to-day behaviours and able to function effectively within a RC team
Typically 'Officer' role title

Tier 2 - Tactical

Evidences competency by advising and guiding within a RC team. Able to implement the strategic direction

Typically 'Manager' role title

Tier 3 - Strategic

Functions at, and defines, strategic level responses across all Logistics sectors, and coordinates with related sectors Typically 'Coordinator' role title

1. Supply Chain Ability to analyse needs, evaluate options, select and design the optimal Supply Chain strategy for the operation. Ability to implement the strategy - optimising the end-to-end delivery of goods and services

- Operates within the established Supply Chain strategy with clear understanding of the requirements and procedures across Logistics sectors
- Ensures the end-to-end delivery of goods and services
- Manages the implementation of the Supply Chain strategy in accordance with the requirements, priorities and procedures, coordinated across different Logistics sectors (HR, systems, fleet & transport, air/port ops procurement, warehousing, cash support and logistics development)
- Monitors and reports (through KPIs) the performance of the supply chain, identifying issues and changing requirements and implementing corrective actions
- Identifies and recommends area for performance improvements and/or modifications to elements of the Supply Chain strategy

- Validates the proposed programme response plans from the Supply Chain perspective
- Identifies and quantifies the total needs for Supply Chain support, identifying options and developing the optimal Supply Chain strategy, KPIs and implementation Plan of Action (PoA) within available resources and in accordance with IFRC policies and procedures
- Communicates the Supply Chain strategy to stakeholders, external to and within Logistics
- Identifies risks and scenarios, planning mitigation actions and contingency preparedness

- 2. Warehousing
 Ability to conduct
 material handling,
 monitoring and reporting
 within warehouse
 location(s) in accordance
 with IFRC systems,
 optimising storage
 capacity utilisation to
 minimize costs whilst
 meeting all storage
- Implements in the general warehouse activities, including ensuring the warehouse is properly maintained, clean and organised per IFRC standards
- Receives goods into a warehouse, checking against the required quantity, quality and type per delivery note / waybill and issues Goods Received Note (GRN)
- Identify and select storage options in line with the Warehousing strategy and future requirements
- Ensures storage conditions in terms of environmental, temperature control, hygiene, pest and contamination control, safety and security are established and maintained
- Ensures stocks are arranged and separated according to special storage requirements of

- Develops the Warehousing strategy in accordance with the Supply Chain strategy, forecasting and risk management
- Coordinates with other actors (such as NS, ICRC, Logs Cluster) for consolidating storage and / or arranging common storage facilities
- Monitors the warehouse requirement against distribution and programme plans and speed of implementation, providing



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demands to support programmes	0	Organises goods in the warehouse ensuring they are properly stacked / stored according to the type of commodity and		each commodity (i.e. medical supplies, fuel, building supplies, FIFO, FEFO)		guidance to the RLU ¹ to modify the speed of the pipeline accordingly
		documentation (bin card, stock card) updated	0	Ensures maintenance of equipment such as cold chain equipment and air-conditioning/heating, security lighting, fork	0	Facilitates and leads on the end of operation handover through disposal / donation of storage facilities as well as goods
	0	Dispatches goods ensuring that they are properly arranged on the transport with correct documentation (Waybill) generated / updated	0	lifts, pump trucks etc. Ensures that correct documentation is in place, up to date and filed including: stock	0	Works with, and trains local counterparts on strategic warehousing procedures
	0	Identifies and immediately reports any problems and/or discrepancies identified		cards, bin-cards, GRNs, Waybills and the relevant Stock / Warehouse Management System	0	Collects and consolidates feedback from the operation on the existing tools and procedures, and provides recommendations for improvement
	0	Considers security and safety of staff as well as quality of goods during receipt, stacking, storage, picking and dispatch	0	Ensures required and accurate reporting, including against KPIs Ensures that warehouse staff and daily		
	0	Trains local counterparts on operational warehousing procedures		labourers are competent (or trained) on their given task, and abide by safety and Code of Conduct guidelines and regulations		
	0	Hires and manages daily labourers and warehouse staff as required	0	Trains local counterparts on tactical warehousing procedures		
3. Procurement Ability to conduct all aspects of procuring goods and services for	0	Guides the requester how to complete logistics requisitions and provides regular feedback on the status of delivery of requested goods / services	0	Implements the Procurement plan, in line with the Supply Chain strategy and Logistics PoA and future requirements and in coordination with Programmes	0	Develops the Procurement plan and KPIs, in accordance with the Supply Chain strategy and Logistics PoA, demand evolution, Supplier & Supply Chain market assessments

¹ Re-titled OLPSCM – Operational Logistics, Procurement & Supply Chain Management



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the operation and NSs, based on IFRC procedures

- Consolidates procurement requirements from different programmes / requesters
- Conducts local procurement to the threshold limit of CHFxxx, in compliance with IFRC processes and procedures, from receiving the requisition to clearing the invoice for repayment
- Implements, and monitors for compliance,
 IFRC control mechanisms in order to
 minimise the risk of fraud, conflict of interest
 and corruption
- Manages supplier / service provider contracts and evaluates and reports supplier performance
- Reports procurement performance against KPIs, identifying issues (actual or predicted) for corrective action
- Conducts and performs continuous local Supplier market² assessments, collecting and reporting data on quantity, quality, cost and physical access – current and predicted

- Implements, and monitors for compliance, IFRC control mechanisms in order to minimise the risk of fraud, conflict of interest and corruption
- Monitors and reports (through KPIs) the performance of the Procurement plan, identifying issues and changing requirements and implementing corrective actions
- Identifies and recommends area for performance improvements and/or modifications to elements of the Procurement plan
- concarries out country-wide tender process(es) in line with IFRC or the NS procurement processes and procedures, coordinating with the RLU (i) the technical approval of procurement files, and (ii) procurement of items to be sourced internationally and (iii) supporting supplier Due Diligence assessments

- and analyses, risk management (including scenario planning and associated mitigation and contingency plans) and IFRC control mechanisms to minimise the risk of fraud, conflict of interest and corruption, monitoring implementation by programmes to ensure the Procurement plan remains fit for purpose
- Monitors funding vs. procurement components of the PoA to ensure timely issuing of logistics requisitions by programmes. Takes a pro-active approach to support implementation progress
- Coordinates procurement activities with other Movement partners to maximise opportunities for increased Value-for-Money (VfM)
- Identifies need, and seeks approval for, derogations to IFRC procurement processes and procedures

<u>Retail market</u> – very local, as used by beneficiaries for day-to-day purchases

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<u>Supply Chain market</u> – national, regional and/or International, covers the supply chain from OEM to the Supplier market

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- Works with, and trains local counterparts on operational procurement procedures
- Develops tender documents, conducts opening ceremony, completes Competitive Bid Analysis (CBA), conduct local Committee on Contracts (CoC), makes recommendations and issues contracts / Purchase Orders
- Manages the Supplier market assessment process, ensuring collection, analysis and reporting of data on quality, quantity, cost and physical access – current and predicted – ensuring continuous or periodic (as required) assessments as required
- Trains local counterparts on procurement procedures above threshold level of CHFxxx

- Identifies the need for establishing new, or revising existing, framework agreements during the operational timeframe
- Collects and consolidates feedback from the operation on the existing tools and procedures, and provides recommendations for improvement
- Guides Movement partners in procurement components of the IFRC Integration
 Agreement and cost recovery / logistics services business case and application

4. Transport & Fleet Management

Ability to ensure reliable, safe, timely and costefficient and costefficient and costeffective transportation of goods and personnel to the required destinations. Ensuring optimal utilisation of transport capacity and options to minimize costs whilst meeting all transport demands to support programmes

- Oversees day-to-day operation of the fleet, ensuring compliance with IFRC procedures (vehicle checks, fuel (including fuel contracts), routine maintenance, log books, insurance, driver files, vehicle files, Fleetwave data input etc.)
- Routine monitoring of transport availability through ensuring vehicle request planning and dispatching via dispatch board and tracking devices (if fitted), to ensure up-todate understanding of, and ability to provide, appropriate transport to current and predicted demands
- Defines and implements the Fleet PoA and KPIs, monitoring and reporting in line with the current strategy and future requirements, and in coordination with Programmes
- Advises the procurement team on detailed specifications of the locally required resources (rental of trucks, boats, fuel etc.)
- Ensures that (i) fuel service contract (quantity/quality), (ii) vehicle insurance (iii) vehicle maintenance service agreement is in place and that services are procured based on IFRC procedures

- Develops the Fleet strategy, in accordance with the Supply Chain strategy, demand evolution and risk management, monitoring implementation by programmes to ensure the Fleet strategy remains fit for purpose
- o Identifies transportation needs of the operation based on requirements of the operation
- Defines the optimal fleet (vehicle types and specifications, numbers and locations) and cost-recovery approach for sustainability for HNS – emergency and non-emergency / Logs Development context



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- In liaison with Warehouse function, ensures fleet assets (trucks, trailers, boats, other) of the required quantity, capacity and type are made available at the required location and time for loading and despatch
- Oversees transport and fleet performance, ensuring visibility of demands, routing and timing, pro-active monitoring against ETAs and confirmation of ATAs communicated to relevant stakeholders
- Coordinates utilisation of light vehicle fleet to meet consolidated demands of delegate and HNS staff movements
- Recruits, trains (including use of Fleetwave and adaptation of standard training to local context) and manages drivers, allocating to vehicles and ensuring rotation to balance work hours, coordinating their local contract with HR and keeping the drivers' files up-to-date
- Oversees day-to-day fleet management, integrating demand with the vehicle resources based on IFRC fleet procedures and implementation of the Fleet PoA.
 Manages regular information input into Fleetwave for all fleet and subsequent reporting, including agreed KPIs
- Analyses Fleetwave data, identifying trends (utilisation, fuel consumption, vehicle-offroad etc.) and issues – actual or predicted and develops, implements and monitors corrective action
- Oversees management of fleet and transport fuel, maintenance, repair, hire contract(s) etc., optimising VfM while meeting programme demands
- Monitors direct application of safety and Code of Conduct guidelines and procedures by RC and contracted staff, reporting and addressing issues of non-compliance

- Monitors the operational implementation and funding to ensure that the fleet strategy remains relevant
- o Collects and consolidates feedback from the operation on the existing tools and procedures, and provides recommendations for improvement



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		Implements, and monitors for compliance, IFRC control mechanisms in order to minimize the risk of fraud, conflict of interest and corruption
		 Actively monitors outsourced service providers' performance and the local market for all outsourced services, advising and guiding the team on specific actions when there are potential risks (such as fuel shortages)
		 Coordinates and reviews requests for vehicles with the Global Fleet Unit (GFU), advising the optimal approach, including but not restricted to VRP, local hire, outright purchase, HNS fleet re-use / refurbishment
		 Monitors fleet demands of all integration agreements with the Movement partners and coordinates demand with Fleet team and GFU
		 Organizes driver training needs assessment, training design, delivery and effectiveness monitoring in coordination with, and on behalf of Movement partners
5. Airport / Port operations Ability to manage and conduct goods'	 Performs receiving, cargo un-loading / loading of aircraft and sea cargo, as well as managing transportation of passengers 	 Defines and implements the Airport / Port PoA and KPIs, monitoring and reporting in line with the current strategy and future Develops the Airport / Port strategy and related KPIs, in accordance with the Supply Chain strategy, demand evolution and risk management, monitoring implementation



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reception, clearance and on-forwarding at all Points of Entry (PoE) location(s) in accordance with IFRC systems and in line with the requirements of the Supply Chain strategy and PoA, including constant review of PoE options to SC deliver efficiencies. Monitor and communicate changes to import processes, in coordination with external (humanitarian and commercial) stakeholders

- Coordinates release and onwards transportation of goods in close coordination with the HNS, clearing agents, handling agents, Civil Aviation / Port Authority, and freight forwarders.
- Manages required documentation for the overall process (Supplier Invoices, Packing Lists, Tax Exception Certificates, Gift Certificates, Medical Import documentation etc.)
- contract is in place and that services have been procured according to IFRC procedures
- Ensures application of AirOps procedures in accordance with the SOPs and provides information (updating as required) to the Shipping Instruction document

requirements, and in coordination with Programmes

- Coordinates the activities of the aircrafts (including de-confliction), crew, staff, passenger and cargo in coordination with airport / port authorities, order to optimize resource utilisation.
- Drafts and updates relevant SOPs, such as Shipping Instructions and shares with the necessary parties. Ensures compliance with all regulatory requirements that govern aircraft operation and import/export for NFI /food/medical items in country of operation
- Obtains all clearances, flight permits and security green lights for contracted aircraft
- Verifies fulfilment of all AirOps contracts (Aircraft, Crew, Maintenance, and Insurance (ACMI), fuel, handling, navigation etc.)
- Assesses the suitability of the airfield in terms of the aircraft performance and limitations (includes safety and security of the airfield)
- Assesses the suitability of the port in terms of the access, wharf and un-loading capacities and limitations

by programmes to ensure the strategy remains fit for purpose

- Identifies Point of Entry (PoE) options, and identifies transition point for switching between or adding additional PoEs as the operation develops, ensuring the transition has no negative effect on support and delivers VfM
- Leads discussion with external parties and movement partners for possible cooperation, including sector-wide application of relevant IDRL approaches
- Incorporates current and predicted future air / sea / overland access constraints in to Supply Chain Strategy and adjust the plan of action with the operational team
- Collects and consolidates feedback from the operation on the existing tools and procedures, and provides recommendations for improvement



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			0	Monitors customs and entry procedures and, when there are modifications, informs the operation and the RLU on the impact of changes, looking for alternatives for future sourcing and informing the management for advocating on facilitation of procedures.		
			0	Defines the requirements with which to contract customs clearance, coordination with Procurement to support tender, contracting processes and performance monitoring		
			0	Monitors and actively seeks to find solutions to ease customs clearance complications that effect operation delivery		
6.a Cash-Based Intervention (CBI) Ability to provide Logistics support to the preparedness, assessment, programme	0	Provides reports (as defined & required by Cash / Relief) in required format at required frequency Understands Logistics' roles and responsibilities in CBI and performs	0	Provides the analysis of market price, access, quantity and quality data, as well as changes in price, availability or quality of key commodities, reporting accordingly during the lifespan of any CBI programme	0	Identifies the preconditions and key criteria to determine whether cash is feasible from the Logistics support perspective, including justification for a market intervention activity
design, implementation operation and review of Cash-Based Intervention		necessary tasks according to the segregation of duties and RACI matrix	0	Identifies potential Financial Service Providers (FSPs)	0	In consultation with programmes and HNS, identifies logistics support requirements (resources, timing and activities) for
(CBI) programmes	0	Understands and applies CBI SOPs	0	Identifies the main issues during a feasibility assessment relevant to CBI, propose the		proposed CBI options, both immediate and on-going support requirements
	0	Map and identify the potential financial service providers and key commodities on the market		solution(s) for them and demonstrates an understanding of the key terms and concepts		Page 9 of 15



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0	Contributes to the decision on the cash feasibility study	 Analyses and reports supplier performance against contracts / framework agreements 	 Collects and consolidates feedback from the operation on the existing tools and provides recommendations for the improvement
0	Monitors and reports supplier performance against contracts / framework agreements		 Identifies the need for establishing new, or revising existing, framework agreements during the operational timeframe
			 Identifies need for, and ensures implementation of actions resulting from supplier performance analysis
			 Provides recommendations relevant to the CBI options, including analysis of potential FSPs, based on the market assessment reports
			 Develops comprehensive risk analysis including mitigation and contingency measures for logistics support to CBI options
			 Collects and consolidates feedback from the operation on the existing tools and procedures, and provides recommendations for improvement



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6.b Market³ assessment Ability to provide Logistics support to assess and identify the strengths and weaknesses of the relevant markets in the Programme's scope and operational area

- Collects data on quantity, quality, cost and physical access to Retail and Supplier markets in accordance with pre-determined templates and sequencing of actions
- Performs continuous monitoring of required market and commodity data (quality, quantity, cost, physical access – current and predicted)
- Ensures (for preparedness) and manages (for response) data collection including:
 - Staff and volunteers familiar with and trained in the use of tools, approaches and relevant procedures
 - The main actors in the Supplier and Supply Chain markets for key commodities or services
 - Collation of data to support analysis and production of relevant information from questionnaires and participatory tools
 - Identification of key / basic risks related to the use of the range of markets to access key commodities or services, as well as related mitigation or contingency measures
- Ensures the performance of basic quality control for the key commodities and services

- Analyses the market assessments and provides relevant recommendations
- Collects and consolidates feedback from the operation on the existing tools, including:
 - tools for collection of data and analysis (e.g. commodity availability, prices, quality, access, reliability, supply chain risks / constraints, actors in the Supplier and Supply Chain markets)
 - tools to identify the main actors along the market chain for key commodities or services
 - tools to collect data on physical access to markets, including reliability and constraints, current and predicted

and provides recommendations for improvements

 Develops comprehensive risk analysis including mitigation and contingency measures

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					0	Reviews and, where applicable coordinates with other agency Logistics actors to support collaboration on, and sharing of, market assessment activities and data
6.c Market-based Intervention (MBI) Ability to assess the need for, develop the intervention PoA and monitor impact during implementation where the supply chain / network to the market cannot support the proposed CBI	0	Supports the implementation of the Market Intervention PoA (if required), supporting monitoring & reporting outcomes and evaluating impact and end-of-programme Market Intervention approach and lessons identified	0	Implements the Market Intervention PoA (if required), monitoring & reporting outcomes and evaluating impact and end-of-programme Market Intervention approach and lessons identified	0	Identifies the need for consideration of a Market Intervention activity where the supply chain / network to the market cannot support the proposed (or current) CBI Identifies options, if required, in support of Market Intervention activities Develops Market Intervention PoA, including monitoring and evaluation processes
7. National Society Logistics Development (NSLD) Ability to provide support to identifying the required Logistics capacity based on the	0	Supports existing logistics capacity assessment, and assessment of developed capacity in line with the National Society Logistics Development (NSLD) Plan of Action (PoA) Supports assessment of developed logistics	0	Manages resources to implement the NSLD PoA Monitors progress against the NSLD PoA, identifies variances (actual or trend), designs and implements corrective action and reports to all stakeholders	0	Engages, at senior HNS level, to ensure common understanding of 'National Society Logistics Development' (NSLD) scope and remit Ensures coordinated activity with current and prospective actors engaging with NSLD
support needs of the programmes; assessing the current capacity and capacity gap; developing, implementing, monitoring and reviewing the NS	0	capacity, and support assessment of baseline and developed logistics efficiency and effectiveness measurements Supports delivery of training courses, including support to monitoring post-training impact	0 0	Coordinates activities across logistics sectors (procurement, warehousing, fleet etc.) in line with the NSLD PoA Coordinates activities from associated functions (HR, Finance) where integral to delivery of the NSLD PoA	0	Identifies, collates and reports sum of logistics support demands (current and planned) in line with HNS programmes and strategy Identifies the required Supply Chain strategy (and required logistics capacity) in line with



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Logistics Development Plan of Action (PoA)

- Updates and reports progress against the NSLD PoA
- Designs (where required) and develops appropriate training activities as required, monitoring and reporting evidence of impact of training against pre-determined metrics
- the logistics support demands; identifies the current logistics capacity and conducts the gap analysis; develops the NSLD PoA to address the gap analysis
- Identifies required activities from associated functions (typically HR and Finance) where required to support the NS Supply Chain strategy and NSLD PoA
- Defines and identifies assessment, monitoring, reporting and methodology with which to measure baseline (current) and required (future) HNS Logistics efficiency and effectiveness metrics to evidence progress of NSLD programme

- 8. Medical Logistics
 (MedLogs)
 Ability to support the delivery of country-level medical operations
- Receives, checks, stores, reports and issues medical supplies and equipment, maintaining and reporting against appropriate stock control documentation (GRN, bin / stock cards / data entry / requisitions and waybills)
- Ensures compliance with good practice determined by First Expire First Out (FEFO) and First In First Out (FIFO) principles
- Ensures maintenance of storage within cold chain requirements, reporting any actual, or

- Implements, manages and monitors implementation and continuous delivery of the medical logistics service plan
- Monitors and reports against KPIs, and implements corrective actions (if any) as indicated by KPI and trend analysis
- Manages the reception, checking and monitoring of medical supplies, including equipment, ensuring the quality is maintained through appropriate handling, storage, dispatch and compliance with IFRC and country regulations
- In accordance with the Supply Chain strategy, develops country-level medical logistics services plan, including medical warehouse / stock management with adherence to IFRC and country policies, regulations and standards
- Establishes KPIs aligned to the plan, ensuring continual monitoring and reporting, and ensuring corrective action is implemented as indicated by KPI and trend analysis



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- suspected variances from temperature ranges
- ensures the maintenance of mandatory documentation for all medical supplies under specific control requirements of national and international drug legislation and IFRC regulations
- Ensures appropriate disposal of medicines and other medical supplies, as instructed and in compliance with IFRC and local regulations and reporting requirements
- Identifies opportunities for improvements to established MedLog support

- Ensures and manages the establishment and maintenance of end-to-end cold chain storage requirements
- Ensures the required importation documentation and clearance procedures are established and ensures compliance with same, identifying variances and corrective action, as required under national and international drug legislation and IFRC regulations
- Establishes and manages appropriate disposal of medicines and other medical supplies, as instructed and in compliance with IFRC and local regulations and reporting requirements
- Manages the recruitment and training of local counterparts ensuring continuity of logistics service provision and adherence to best practice principles and compliance with necessary local and IFRC regulations
- Identifies and implements opportunities for improvements to established MedLog support, advising any required changes to established procedures

- In conjunction with the IFRC programme, host NS and other stakeholders; liaises, cooperates and coordinates to ensure and develop efficient and effective MedLog services
- Collects and consolidates feedback from the operation on the existing tools and procedures, and provides recommendations for improvement