



Federal Ministry of Health  
National Medical Supplies Fund  
Sudan

## IV. JOB DESCRIPTIONS

Human Resources for Supply Chain Management

April 7, 2017



# Human Resources for Supply Chain Management

A collaboration between

National Medical Supplies Fund (NMSF), Sudan

and

The People that Deliver (PtD) Initiative

Documents in this series:

- I. Training Strategy 2017-2021
- II. Annual Training Plan
- III. Competency Framework
- IV. Job Descriptions

Further information:



[info@nmsf.gov.sd](mailto:info@nmsf.gov.sd)  
[www.nmsf.gov.sd](http://www.nmsf.gov.sd)



[info@peoplethatdeliver.org](mailto:info@peoplethatdeliver.org)  
[www.peoplethatdeliver.org](http://www.peoplethatdeliver.org)

# Table of Content

<b>1</b>	<b>CORPORATE DIRECTORATE.....</b>	<b>1</b>
	HQ-COR-01 General Director.....	1
	HQ-COR-05 Public Relations Manager.....	3
	HQ-COR-13 Media Manager.....	4
<b>2</b>	<b>PLANNING &amp; RESOURCES DIRECTORATE.....</b>	<b>5</b>
	HQ-PLR-02 Support Services Manager.....	5
	HQ-PLR-03 Facilities Supervisor.....	6
	HQ-PLR-04 Maintenance Supervisor.....	7
	HQ-PLR-07 Facilities Assistant.....	8
	HQ-PLR-10 Purchasing Specialist.....	9
	HQ-PLR-11 Planning, Research & Statistics Manager.....	10
	HQ-PLR-12 Health Economist.....	11
	HQ-PLR-16 Finance and Accounting Manager.....	12
	HQ-PLR-21 Human Resources Manager.....	13
	HQ-PLR-22 Training Manager.....	15
	HQ-PLR-25 Maintenance Technician.....	16
	HQ-PLR-26 Maintenance Craftsman.....	17
	HQ-PLR-27 Training Officer.....	18
<b>3</b>	<b>DISTRIBUTION DIRECTORATE.....</b>	<b>19</b>
	HQ-DIS-03 Sales Manager.....	19
	HQ-DIS-04 Pharmacy Channel Manager.....	20
	HQ-DIS-05 Inventory Planning Manager.....	21
	HQ-DIS-09 Medical Order Manager.....	22
	HQ-DIS-10 Medical Order Specialist.....	23
	HQ-DIS-11 Biomedical Sales Manager.....	24
	HQ-DIS-12 Biomedical Sales Specialist.....	25
	HQ-DIS-15 Inventory Controller.....	26
	HQ-DIS-16 Warehouse Manager.....	27
<b>4</b>	<b>MEDICAL SUPPLY STATES DIRECTORATE.....</b>	<b>29</b>
	ST-COR-01 Branch Manager (State).....	29
	ST-COR-02 IT Officer (State).....	30
	ST-COR-05 Financial Manager (State).....	31
	ST-COR-06 Accountant (State).....	32
	HQ-SLT-03 Supply Manager.....	33
	HQ-SLT-04 Supply Programme Manager.....	34
	HQ-SLT-05 Supply Program Coordinator.....	35
	HQ-SLT-06 Compliance Monitoring Manager.....	36
	HQ-SLT-07 M&E Manager.....	37
	HQ-SLT-08 Compliance Manager.....	38
	HQ-SLT-09 Compliance Officer.....	39

HQ-SLT-10	Logistics & Transportation Manager.....	40
HQ-SLT-11	Logistics Officer.....	41
ST-SLT-01	Supply Manager (State).....	42
ST-SLT-02	Supply Program Coordinator (State).....	43
ST-SLT-03	Stock Control Manager (State).....	44
ST-SLT-06	Compliance Monitoring Manager (State) .....	45
ST-SLT-07	Compliance Officer (State).....	46
ST-SLT-08	Logistics Officer (State).....	47
LO-SLT-01	Pharmacist (Locality) .....	48
LO-SLT-02	Assistant Pharmacist (Locality).....	49
<b>5</b>	<b>BIO MEDICAL ENGINEERING DIRECTORATE.....</b>	<b>50</b>
HQ-BIO-04	Calibration & Measurement Manager .....	50
HQ-BIO-05	Planning & Research Manager .....	51
HQ-BIO-07	Biomedical Engineer .....	52
HQ-BIO-08	Biomedical Technician.....	53
HQ-BIO-11	Central Workshop Manager .....	54
<b>6</b>	<b>QUALITY ASSURANCE DEPARTMENT .....</b>	<b>55</b>
HQ-QAS-01	Quality Assurance Manager .....	55
HQ-QAS-02	Quality Standards Manager.....	57
HQ-QAS-03	Quality Control Manager.....	58
HQ-QAS-04	Quality Assurance Officer.....	59
HQ-QAS-05	Receipt & Inspection Manager.....	60
HQ-QAS-06	Inspection Officer .....	61
HQ-QAS-07	Customer Service Manager .....	62
HQ-QAS-08	Customer Care Officer .....	63
<b>7</b>	<b>PROCUREMENT DIRECTORATE .....</b>	<b>64</b>
HQ-PRO-02	Purchasing Manager (Medicine) .....	64
HQ-PRO-03	Purchasing Officer (Medicine).....	65
HQ-PRO-04	Purchasing Manager (Equipment, Devices and Consumables).....	66
HQ-PRO-05	Purchasing Officer (Equipment, Devices and Consumables) .....	67
HQ-PRO-06	Clearance Manager .....	68
HQ-PRO-07	Monitoring Manager .....	69
HQ-PRO-10	Contracts Manager.....	70
HQ-PRO-11	Contracts Officer .....	71
HQ-PRO-12	Purchasing Manager.....	72

# 1 CORPORATE DIRECTORATE

## HQ-COR-01 General Director

<b>JOB TITLE</b>	<b>General Director</b>
<b>REPORTS TO</b>	<b>Board</b>
<b>POSITIONS SUPERVISED</b>	<b>5 Directors, Distribution, Medical Supply States, Planning and Resources, Bio Medical Engineering, Procurement and Contracting 8 Managers, Quality Assurance, Media, Public Relations, IT, Legal, Internal Audit, Health Ministry Liaison, Shanghai Industry 2 Administrative Assistants</b>
<b>MANAGEMENT LEVEL</b>	<b>GENERAL DIRECTOR</b>

### JOB PURPOSE

- The General Director is responsible for ensuring the availability of medicines to patients throughout the supply chain. He/she will define and deliver the strategic plan, to achieve short and long-term financial and operating objectives and has overall accountability for all aspects of the business performance including budgets, cost control, profit (P&L), revenue, and market share.
- The role is also responsible for leadership and consultative development of additional business in conjunction with the federal and state governments and private sector pharmacies while ensuring a sustainable and efficient supply chain.

### KEY RESPONSIBILITIES

- Define and deliver business 5-year strategy and drive the achievement of budget, revenue, P&L for the organization.
- Work closely alongside Sales & Marketing teams to define value proposition to clients. Influence sales activities at federal and state level in an effort to identify/assess opportunities, negotiate contracts/rates and maximize business pursuits.
- Identify commercial opportunities in-line with business strategy and drives the exploration and exploitation of growth opportunities.
- Negotiates critical agreements / contracts and approves all major projects including 3rd party vendors/partners.
- Participate and or lead the performance management and planning of corporate initiatives to include: facilities, equipment, personnel, safety, quality, systems, etc.
- Financial budgeting and control of business, reporting into the Board.
- Communicate vision and strategy of business to all employees in order to exceed financial and operational targets.
- Build sustainable and trusting relationships with customers, ensuring excellent standards and operational performance.
- Executes a continuous improvement program for supply chain functions.
- Ensure that the organization is properly staffed and the talent to support commercial success is in place via recruitment and succession planning.
- Ensure compliance to all accounting, operational, regulatory and administrative policies and procedures.
- Develop and monitor organizational performance indicators to guide the achievement of objectives.

- Develop key performance indicators (KPIs) with direct reports and monitor individual performance.

**QUALIFICATIONS AND EXPERIENCE REQUIRED**

- A Master's degree or PhD in Pharmacy, Logistics, Industrial Engineering, or a related discipline
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- 20 + years in pharmaceutical supply chain management
- 7+ years' experience managing full P&L responsibility and management of public resources
- Sales & marketing experience with the ability to develop & win business through a multi-channel approach
- Broad experience within the health system and medical supplies, with a deep-rooted understanding of the Sudanese market and its challenges
- Deep understanding of the regulatory requirements and systems guiding the work of the organization

**SKILLS AND KNOWLEDGE REQUIRED**

- A hands-on management approach that encourages change/reforms and creative problem-solving
- Ability to work well in a fast-paced and high-intensity environment
- Ability to interact effectively and build strong relationships at multiple levels in federal and state governments, support of private sector customer, partner and supplier relationships
- Ability to meet strict time frames in environments with zero tolerance for failure
- A commitment to continuous improvement in an ever-changing industry
- Excellent communication, negotiation, persuasion and presentation skills
- High credibility and integrity
- Strong leadership and people management skills
- Strategic skills with good business acumen
- Excellent competence in both spoken and written Arabic and English

## HQ-COR-05 Public Relations Manager

<b>JOB TITLE</b>	<b>Public Relations Manager</b>
<b>REPORTS TO</b>	<b>General Director</b>
<b>POSITIONS SUPERVISED</b>	<b>Public Relations Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for directing the development and execution of the NMSF public relations and communications activities with relevant stakeholders.

### KEY RESPONSIBILITIES

- Leads the development and execution of robust public relations and communications strategy for NMSF.
- Provide for coverage of official events and write printed or electronic releases for dissemination to stakeholders and press correspondents.
- Participate in the preparation and editing of reports and other materials for publication.
- Responsible for NMSF corporate communications channels such as the website, social media channels and corporate promotional materials.
- Development and execution of marketing initiatives, in collaboration with cross functional teams where appropriate.
- Protects and enhances the corporate reputation of NMSF.
- Ensures communications strategies are integrated and aligned with corporate goals and internal cross-functional strategies.
- Incorporates new and innovative communications channels and approaches into communications strategy.
- Works seamlessly with senior management across departments and project teams to provide communications advice.
- Planning, and organizing of meetings / workshops to advocate for NMSF objectives and create forums for official response to stakeholder issues.
- Capture and document NMSF media events in liaison with other internal stakeholders.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- Bachelor's degree in Public Relations / Communications or a related field of study
- At least 7 years of professional experience in corporate communications, with special emphasis on the pharmaceutical industry
- Knowledge of and experience with compliance and regulatory standards for pharmaceutical marketing and communications
- Demonstrated pharmacy/health systems social media strategy and execution experience

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel) and use of social media platforms
- Ability to work and cooperate with various stakeholders
- Excellent writing, editing and oral communications skills
- Ability to organize press conferences as well as draft press releases and articles for print
- Ability to develop and produce communications materials for website, print and other electronic media
- Excellent competence in both spoken and written Arabic and English

## HQ-COR-13 Media Manager

<b>JOB TITLE</b>	<b>Media Manager</b>
<b>REPORTS TO</b>	<b>General Director</b>
<b>POSITIONS SUPERVISED</b>	<b>Advertising Executive Media Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for providing day-to-day proactive and reactive media relations support and advertising delivery on behalf of NMSF objectives and increase visibility. He / she conducts all advertising campaigns targeting outreach to key opinion leaders and the media; and develops and disseminates necessary collateral material.

### KEY RESPONSIBILITIES

- Develop, in conjunction with General Director, implement, and manage a media and advertising strategy to inform, engage and motivate beneficiaries and drive performance.
- Updating and collaborating on the social media strategy and communication plans to increase visibility of NMSF.
- Collect information about the kinds of audiences that can be reached by the different media and the approximate size of those audiences to optimize reach of NMSF.
- Partner with senior management new initiatives and coordinates the launch of advertising campaigns with public relations and sales/distribution departments.
- Prepare, organize, edit, pitch and distribute fact sheets, press releases, and other material to media representatives and other relevant or interested parties; and update and maintain press list, media contact, and editorial calendar databases.
- Measure the impact of advertising on overall marketing and public relations objectives, analyse resulting data, draft comprehensive results reports, and provide recommendations.
- Develop and manage an editorial calendar for press releases and social media distribution.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- Bachelor's degree in Marketing / Advertising or a related field of study
- At least 7 years of professional experience in marketing and advertising with special emphasis on the pharmaceutical industry
- Knowledge of and experience with compliance and regulatory standards for pharmaceutical marketing and communications

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Ability to work and cooperate with various stakeholders
- Excellent writing, editing and oral communications skills
- Excellent competence in both spoken and written Arabic and English



## 2 PLANNING & RESOURCES DIRECTORATE

### HQ-PLR-02 Support Services Manager

<b>JOB TITLE</b>	<b>Support Services Manager</b>
<b>REPORTS TO</b>	<b>Director Planning &amp; Resources</b>
<b>POSITIONS SUPERVISED</b>	<b>Purchasing Specialist, Facilities Supervisor, Maintenance Supervisor</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

#### **JOB PURPOSE**

- Responsible for both strategic planning and day-to-day operations in relation to facilities and maintenance management and coordinate the procurement of corporate and office supplies for all Directorates within the organization.

#### **KEY RESPONSIBILITIES**

- Develop and implement office supplies purchasing policy and strategy, co-ordinate purchasing practices and maximize savings.
- Implement the procurement planning process and manage the procurement budget.
- Provide overall leadership, oversight and management support for all aspects of facilities utilization and maintenance.
- Investigates the availability and suitability of options for new premises and storage facilities and plan for future facilities development in line with strategic business objectives.
- Prepare documents to put out tenders for contractors, and supervising and coordinating the work of contractors.
- Direct, coordinate and plan essential support services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling.
- Ensure the building meets health and safety requirements and that facilities comply with legislation.
- Plan best allocation and utilisation of space and resources for new buildings, or re-organising current premises.
- Check that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies.
- Use performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
- Responding appropriately to emergencies or urgent issues as they arise.

#### **QUALIFICATIONS AND EXPERIENCE REQUIRED**

- Master's degree in Business Administration, Engineering or a related field of study
- At least 8 years of professional experience in managing support services operations
- Knowledge of and experience in Health and Safety compliance and regulatory standards

#### **SKILLS AND KNOWLEDGE REQUIRED**

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Ability to deal and cooperate with various stakeholders
- Excellent writing, editing and oral communications skills
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-PLR-03 Facilities Supervisor

<b>JOB TITLE</b>	<b>Facilities Supervisor</b>
<b>REPORTS TO</b>	<b>Support Services Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Facilities Assistants, Firemen, Driver Supervisor, Drivers</b>
<b>MANAGEMENT LEVEL</b>	<b>SUPERVISOR</b>

### JOB PURPOSE

- Responsible for coordinating and ensuring that buildings, environment and services such as cleaning, parking and security are in a suitable condition and meet the needs of the people that work in them. Ensure the cleaning, upkeep and safety standards are maintained and manage contractors, coordinates drivers and corporate courier services.

### KEY RESPONSIBILITIES

- Supports the development and execution of Policies regarding managing facilities, budgeting, and supervising usage of supplies and equipment for the facilities.
- Planning best allocation and utilisation of space and resources for new buildings, or re-organising current premises.
- Ensure that all statutory elements of environment, health and safety are implied and undertaking responsibility for monitoring first aid and emergency supplies and equipment and maintaining the premises in a safe and healthy condition and to a high standard.
- Oversees the coordination of building space allocation and layout, communication services, and facility expansion.
- Develop and implement schedules and procedures for safety inspections and preventive maintenance programs.
- Prepare or oversee the preparation of reports and statistics related to areas of responsibility.
- Performance management of the Facilities Assistants, Firemen, Driver Supervisor and Drivers.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in facility management, engineering, business administration or relevant field
- At least 5 years of professional experience in facilities management
- Knowledge of and experience with compliance and regulatory standards for facilities in pharmaceutical industry.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Well-versed in technical/engineering operations and facilities management best practices
- Able to forecast and prepare budgets.
- Analytical and problem-solving skills
- Attention to detail, organization and time management and communication
- People and performance management.
- Excellent competence in both spoken and written Arabic with working knowledge of English.

## HQ-PLR-04 Maintenance Supervisor

<b>JOB TITLE</b>	<b>Maintenance Supervisor</b>
<b>REPORTS TO</b>	<b>Support Services Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Technicians, Craftsman</b>
<b>MANAGEMENT LEVEL</b>	<b>SUPERVISOR</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>▪ Responsible for coordinating the maintenance of equipment, machinery, buildings, warehouses and other facilities.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Supports the development and execution of policies regarding maintenance.</li> <li>▪ Coordinates or installs, inspects repairs and maintains the electrical, plumbing, mechanical and other related systems in all facility locations.</li> <li>▪ Coordinates renovations of existing facilities. Coordinates and inspects major contract work on the electrical, plumbing, mechanical and other related systems in all health department locations.</li> <li>▪ Establish schedules and methods for providing facility maintenance services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.</li> <li>▪ Participate in the preparation and administration of the facility maintenance budget; submit budget recommendations; monitor expenditures; prepare cost estimates; submit justifications for equipment; monitor budget expenditures.</li> <li>▪ Train or coordinate training in facility maintenance and safety methods, procedures, and techniques.</li> <li>▪ Develop and organize preventative maintenance and safety inspection programs for all facilities and equipment.</li> <li>▪ Performance management of the Technician, and Craftsman.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ A Bachelor’s degree in facility management, engineering, construction or related field.</li> <li>▪ At least 5 years of professional experience in facilities management</li> <li>▪ Knowledge of and experience with construction drawings, plans and specifications compliance and regulatory standards for maintenance of facilities.</li> <li>▪ Experience in developing cost estimates for supplies and equipment.</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Well-versed in technical/engineering operations and facilities management</li> <li>▪ Solid understanding of technical aspects of plumbing, carpentry, electrical systems etc.</li> <li>▪ Working knowledge of facilities machines and equipment</li> <li>▪ Working knowledge of Microsoft Office suite (Word, PowerPoint, and Excel)</li> <li>▪ Organization, time management and communication</li> <li>▪ People and performance management</li> <li>▪ Excellent competence in both spoken and written Arabic with working Knowledge of English</li> </ul>

## HQ-PLR-07 Facilities Assistant

<b>JOB TITLE</b>	<b>Facilities Assistant</b>
<b>REPORTS TO</b>	<b>Facilities Supervisor</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>▪ Assists the Facilities Supervisor in the management and maintenance of building, facilities and grounds.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Implement policies in regard to managing facilities, health and safety, budgeting, usage of supplies and equipment for the facilities.</li> <li>▪ Ensure essential facility supplies are readily provided e.g. power, water, telephone, internet, etc are readily provided e.g. power, water, telephone, internet, etc.</li> <li>▪ Ensure internal and external office compound are regularly cleaned, maintained and repaired to the standards agreed.</li> <li>▪ Provide all consumable items for both the office and other necessary requirements.</li> <li>▪ Organise and provide transport for team members and guests to meetings, appointments, etc.</li> <li>▪ Update and maintain the equipment and furniture inventory list and other equipment and furniture tracking forms.</li> <li>▪ Maintain the gardens and ensure ground maintenance including watering, weeding and carry out grass cutting.</li> <li>▪ Record, monitor, maintain and service all equipment in line with NMSF policies, applicable warranties &amp; guarantees and general good practices and common sense.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ A Diploma in facility management, engineering, business administration or relevant field</li> <li>▪ At least 2 years of professional experience as a Facilities Assistant</li> <li>▪ Some work experience as a handyman or in a skilled trade</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>▪ Experience in facilities management best practices</li> <li>▪ Organization and time management</li> <li>▪ Excellent competence in both spoken and written Arabic</li> </ul>

## HQ-PLR-10 Purchasing Specialist

<b>JOB TITLE</b>	<b>Purchasing Specialist</b>
<b>REPORTS TO</b>	<b>Support Services Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- Responsible for preparing contract specifications, developing and managing appropriate procurement strategies related to corporate and office supplies.
- Provide value for money on a wide variety of works, services and supplies contracts to support NMSF objectives.

### KEY RESPONSIBILITIES

- Develop and implement purchasing policy and strategy, co-ordinate purchasing practices and maximize savings.
- Implement the procurement planning process and manage the procurement budget.
- Implement internal controls, policies and procedures to ensure integrity of data and transactions and ensure compliance with procurement control procedures.
- Review stock management system to determine re-order requirements, identify the most suitable supplier from the pre-qualified suppliers and if needed request pro forma invoices.
- Receive approved requisitions and prepare and dispatch LPOs as needed for provisions and follow up to ensure timely delivery.
- Ensure quality products are sourced and supplied at the best prices.
- Monitor unfilled orders and if necessary consult requisitioning managers for alternative specifications or to guide on alternative suppliers.
- Generate purchase reports as required.
- Collect and collate information/statistics in preparation for negotiations and renewal of service contracts for equipment and machinery.
- Coordinate the printing and ordering of stationery, price reviews on all types of stationery, obtaining quotations from suppliers to facilitate negotiations for good prices.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelors degree in Procurement, Business Administration or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least 6 years of professional experience in procurement and administration experience in a similar position in government or the private sector
- Knowledge of and experience in vendor management, market analysis, competitive analysis etc.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong analytical, organization and planning skills
- Knowledge of financial terms and principles. Able to forecast and prepare budgets.
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Excellent competence in both spoken and written Arabic with working Knowledge of English

## HQ-PLR-11 Planning, Research & Statistics Manager

<b>JOB TITLE</b>	<b>Planning, Research and Statistics Manager</b>
<b>REPORTS TO</b>	<b>Director Planning and Resources</b>
<b>POSITIONS SUPERVISED</b>	<b>Health Economist, Planning, Research &amp; M/E Manager</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Responsible for creating functional operational and strategic plans with other departments that are consistent with NMSF vision and mission. Identify and implement key performance indicators to be used to measure progress.
- Conduct research on key constrains of complex issues and analyze available information and make reports to support decision making and ensure risk management activities take place throughout the supply chain.

### KEY RESPONSIBILITIES

- Create functional operational and strategic plans with other departments that are consistent with NMSF vision and mission.
- Identify and implement key performance indicators to be used to measure progress.
- Conduct research on key constrains of complex issues and analyze available information and make reports to support decision making and ensure risk management activities take place throughout the supply chain.
- Assists with, or directs the development of, surveys conducted by NMSF.
- Analyse and apply statistics, data and indicators on access to pharmaceutical services to facilitate the formulation of policies and review.
- Ensures integration of research outcomes and knowledge management systems in planning and decision-making.
- Assists the development of national or state relevant policy frameworks to facilitate delivery of NMSF objectives.
- Co-ordinate with Federal Ministry of Health and internal Directorates and maintain good relationship with all concerned government units.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Masters degree in Pharmacy, Business Management or Operations Management
- At Eight (8) years' experience handling institutional planning and research portfolio
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Experience in research, planning, drafting and reporting
- Exceptional financial, budgeting, analytical and problem-solving skills
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-PLR-12 Health Economist

<b>JOB TITLE</b>	<b>Health Economist</b>
<b>REPORTS TO</b>	<b>Planning, Research &amp; Statistics Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- Provide information and evidence which contribute to make the appropriate decisions for the allocation of available resources, improve the health system outputs using standard scientific methods and to advice on appropriate interventions to reduce the increase in health care costs.
- Measure the effectiveness and efficiency of administrative, technical processes and pharmaceutical services provided by the NMSF in terms of economic benefit and cost

### KEY RESPONSIBILITIES

- Solicit and make critical analysis of relevant health evidences in line with the vision and mission of the NMSF.
- Participate with selection committee, in updating the NMSF list depending on the criteria of economic evaluation method e.g. cost-effectiveness, cost minimization method.
- Lead in research / feasibility studies for comparison of medical services, and administrative and technical services relating to health supply system.
- Calculate, monitor and evaluate the cost of the elements of the health supply chain, administrative processes and pharmaceutical services provided by the NMSF.
- Check and ensure the pricing of received items in accordance with the directives of the NMSF pricing system.
- Monitor and evaluate NMSF plans and performance.
- Facilitate technical consultations and dialogues with NMSF partners and stakeholders.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master degree in Health Economics or related field
- At least 6 years of professional experience in a pharmaceutical / health economics industry
- Knowledge of and experience in vendor management, market analysis, competitive analysis etc
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong analytical and planning skills
- Ability to evaluate quantitative data using statistical analysis system e.g. SPSS, Stata, etc.
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Excellent competence in both spoken and written Arabic with working Knowledge of English

## HQ-PLR-16 Finance and Accounting Manager

<b>JOB TITLE</b>	<b>Finance &amp; Accounting Manager</b>
<b>REPORTS TO</b>	<b>Director Planning and Resources</b>
<b>POSITIONS SUPERVISED</b>	<b>Financial Controller</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Develop a strong and practical set of controls and processes; set standards of excellence in all areas of finance; planning and reporting of the day-to-day and longer term operations of the Finance department.
- Provide leadership to the finance team in managing financial and accounting policies, internal controls, tax and regulatory requirements and financial modelling.

### KEY RESPONSIBILITIES

- Prepare annual budgets for presentation to senior management and perform periodic cost and productivity analysis; provides information on annual budget requests as required.
- Establish and implement short and long range departmental plan and procedures; monitor and evaluate progress; and effect changes required for improvement.
- Manage the financial system, ensuing maximum productivity and that it meets the needs of the current and the future activities of the NMSF.
- Direct, plan, organize, coordinate and evaluate the financial activities of the organization, including budgeting, receipt of revenue, expenditure of funds and conservation of assets.
- Ensure NMSF is in compliance with all internal / statutory policies and relevant regulations and ensure filings are completed in a timely manner.
- Oversee the external audit, review and analyze results and recommend for approval the audited financial statements.
- Oversee the approval and processing of revenue, expenditure and position control documents, budgets, ledger and account maintenance ensuring compliance with NMSF policies and regulations, while maintaining appropriate internal control safeguards and systems.
- Ensure financial records systems are maintained in accordance with accepted accounting standards.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in business administration specializing in Finance and / or Accounting and an undergraduate degree in finance, commerce, accounting, strategic management or another related subject.
- Be a holder of CPA, ACCA or other recognized professional accounting qualification
- At least eight (8) years' experience heading finance function

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of accounting packages and ERP
- Strong analytical, organization and planning skills
- Thorough understanding of international financial reporting standards and various regional statutory requirements and their application
- People and performance management.
- Excellent competence in both spoken and written Arabic and English



## HQ-PLR-21 Human Resources Manager

<b>JOB TITLE</b>	<b>Human Resources Manager</b>
<b>REPORTS TO</b>	<b>Director Planning and Resources</b>
<b>POSITIONS SUPERVISED</b>	<b>Training Manager, HR Advisor</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Contribute to NMSF's strategic and operational goals by the provision of a fully integrated and effective human resources service and by the development and co-ordination of a comprehensive training and development program in accordance with NMSF's strategic goals.
- Direct, manage and control the Human Resources function in a manner that will ensure that NMSF is well resourced and its human capital is fully engaged and capable of delivering current and future goals.

### KEY RESPONSIBILITIES

- Advise the Director, Planning and Resources on a wide variety of personnel and human resource issues.
- Develop, recommend and implement human resources strategy and policy in support of NMSF objectives.
- Lead in processing actions relating to budgeting, recruitment, selection, appointment, placement induction, performance management, promotion, separation from service; and administers disciplinary, termination and appeal issues.
- Develop procedures to determine and benchmark required staffing levels, considering technological advances.
- Prepare recommendations for amending staff regulations for consideration of approval by the senior management.
- In collaboration with Directorate and Department Heads, analyze and identify skills gaps and make recommendations as to whether these should be filled by development and training of existing staff or by strategic and targeted recruitment.
- Manage staff training program.
- Act as a business partner and provide coaching, mentoring and counselling, develop Human Resources team to ensure that the right level of service and support is provided to NMSF.
- Maintain a performance management culture that is linked to reward and recognition and is fully integrated with all other people products and processes and people decision-making.
- Administer salaries, personal emoluments and other payments.
- Respond to queries of staff about personnel-related issues such as staff welfare and benefits.
- Monitor and update personnel records and databases.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business administration, Public Administration or Human Resource Management or related subject.
- Professional membership of a human resources organization such as CIPD or SHRM
- At least eight (8) years' experience heading HR function preferably in a supply chain organization

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong Human Resources management skills and appreciation of HR management practice

- Strong planning and organizational ability
- People and performance management.
- Excellent competence in both spoken and written Arabic and English

## HQ-PLR-22 Training Manager

<b>JOB TITLE</b>	<b>Training Manager</b>
<b>REPORTS TO</b>	<b>HR Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Training Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Direct, manage and control a comprehensive learning, training and development service that will ensure that all staff attain high professional standards, skills and knowledge that will enable NMSF to attain its strategic objectives.

### KEY RESPONSIBILITIES

- Develop and implement a learning, training and development strategy to support NMSF's business plan and to ensure that staff have the necessary skills to meet their objectives and the opportunity to develop in order to attain their potential.
- Undertake regular assessments of learning, training and development needs and either develop or propose external suppliers and consultants as required to meet identified training needs.
- Maintain close communication with line managers and staff to discuss training needs emanating from either ongoing gap assessments or from the performance management process, and to ensure that all staff members are fully aware of training opportunities available.
- Keep managers and staff informed of internal and external training and development opportunities and provide an extensive annual training calendar.
- Provide input in developing, managing and monitoring the staff training budget to ensure that the best quality training and development is provided within the established budget.
- Manage the development of effective processes for the evaluation and feedback of all training and development provided i.e. return on investments (ROI).
- Maintain an awareness of developments in the training and development field to ensure that NMSF continues to take advantage of the best practice.
- Manage the NMSF training centre and maximise its use and profitability.
- Support the ongoing development of pharmaceutical capabilities throughout the health service and provide access to training and facilities.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelors degree in Business administration, Training Administration or Human Resources Management or related subject
- Professional membership of a human resources organization such as CIPD or ASTD
- At least seven (7) years' experience heading a training function with a focus on health sector and supply chain management training

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong training management skills
- Sound knowledge of the training industry, and the principles of training and development
- Strong planning and organizational ability
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-PLR-25 Maintenance Technician

<b>JOB TITLE</b>	<b>Maintenance Technician</b>
<b>REPORTS TO</b>	<b>Maintenance Supervisor</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### **JOB PURPOSE**

- Ensure installation/maintenance costs are kept within budget or are reduced. Carry out installation, maintenance and repair work to ensure machines and equipment availability and reliability.

### **KEY RESPONSIBILITIES**

- Plan and prepare for assigned maintenance work, so that such work may be carried out in the most timely and effective way and those interruptions are kept to a At least.
- Carry out preventative maintenance/ servicing and fault diagnosis on machines and equipment to minimise breakdowns and maintenance costs and improve availability.
- Maintain and update maintenance records of all machines and equipment.
- Provide specifications for new equipment and machines to be purchased.
- Maintain an awareness of technical and Safety, Health and Environment standards, regulations and procedures and ensure that these standards are complied with always.
- Requisition spare parts and materials as needed.
- Identify unserviceable equipment and inform management for action.

### **QUALIFICATIONS AND EXPERIENCE REQUIRED**

- Diploma in Mechanical Engineering, Electrical Engineering or Electrical Maintenance or Electronics/ Telecommunications
- At least three (3) years' experience in installations, repair and maintenance of electronic/electrical or mechanical equipment

### **SKILLS AND KNOWLEDGE REQUIRED**

- Troubleshooting and maintenance skills
- Ability to read and understand construction drawings, plans and specifications
- Ability to organize, implement and direct facility maintenance operations and activities
- Diagnostic skills
- Keen awareness of safety
- Ability to work with minimal supervision
- Excellent competence in both spoken and written Arabic with working Knowledge of English

## HQ-PLR-26 Maintenance Craftsman

<b>JOB TITLE</b>	<b>Maintenance Craftsman</b>
<b>REPORTS TO</b>	<b>Maintenance Supervisor</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>▪ Carry out installation, maintenance and repair work to ensure machines and equipment availability and reliability.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Perform minor maintenance to office machines and equipment.</li> <li>▪ Perform first line maintenance of fixtures and fittings, examples: painting &amp; decorating; tightening screws on window hinges, maintenance on door handles, etc.</li> <li>▪ Clearing blocking sinks traps, waste pipes and clean drains and drainages.</li> <li>▪ Perform light maintenance tasks such as electrical and water lines &amp; fittings.</li> <li>▪ Perform activities to ensure security of the office electrical generator and its smooth operation.</li> <li>▪ Follow-up the periodic maintenance and changing of elements for the office generator such as changing of oil, clearing of filtering parts, etc.</li> <li>▪ Make necessary assistance in paying utility bills to government office such as water bill, electrical bill, etc</li> <li>▪ Coordinate and oversee the implementation of maintenance works of labourers;</li> <li>▪ To carry out any other reasonable duties within the overall function of the job.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Diploma in Electrical Maintenance or Electronics</li> <li>▪ At least three (3) years experience in installations, repair and maintenance of electronic/electrical or mechanical equipment.</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Troubleshooting and maintenance skills</li> <li>▪ Work planning and organization skills</li> <li>▪ Diagnostic skills</li> <li>▪ Keen awareness of safety</li> <li>▪ Ability to work with minimal supervision</li> <li>▪ Excellent competence in both spoken and written Arabic with working Knowledge of English</li> </ul>

## HQ-PLR-27 Training Officer

<b>JOB TITLE</b>	<b>Training Officer</b>
<b>REPORTS TO</b>	<b>Training Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>▪ Provide support to learning, training and development and the continuous professional development of staff and pharmacists throughout the health sector.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Support in conducting training needs assessment to identify the performance and skill gaps.</li> <li>▪ Update managers and staff informed of internal and external training and development opportunities and provide an extensive annual training calendar.</li> <li>▪ Provide input in the development of materials for continuous development.</li> <li>▪ Reviews, evaluates, and modifies existing and proposed programs, and recommends appropriate changes.</li> <li>▪ Assists outside consultants with preparing and administering various training programs.</li> <li>▪ Prepares and distributes training aids such as instructional material, handouts, evaluation forms, and visual aids; sets up audio-visual equipment and makes presentations when necessary</li> <li>▪ Implement approved processes for the evaluation and feedback of all training and development provided i.e. return on investments (ROI).</li> <li>▪ Assists with scheduling and coordination of in-person and/or off-site trainings, conferences, online and/or self-study trainings.</li> <li>▪ Produce and submit reports on capacity building initiatives implemented.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ A Bachelor’s degree in Business administration, Public Administration or Human Resources Management or related subject.</li> <li>▪ Professional training certification such as CIPD.</li> <li>▪ At least five (5) years’ experience in training and capacity development in the health sector.</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>▪ Strong training and facilitation skills</li> <li>▪ Understanding of the training cycle and the principles of training and development</li> <li>▪ Strong planning and organizational ability</li> <li>▪ People and performance management</li> <li>▪ Excellent competence in both spoken and written Arabic and English</li> </ul>

## 3 DISTRIBUTION DIRECTORATE

### HQ-DIS-03 Sales Manager

<b>JOB TITLE</b>	<b>Sales Manager</b>
<b>REPORTS TO</b>	<b>Director Distribution</b>
<b>POSITIONS SUPERVISED</b>	<b>Biomedical Sales Manager, Sales Account Manager, Medical Orders Manager</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

#### **JOB PURPOSE**

- Responsible for driving the sales strategy across the states and ensuring creation of new accounts, meeting sales targets and addressing customer's needs.

#### **KEY RESPONSIBILITIES**

- Participate in the development of active sales plans for the organization and develop complex account plans, and oversee their execution across the states.
- Manage all sales accounts, review performance (transaction volumes and values) to grow the sales income.
- Establish productive and professional relationships with key personnel in assigned customer accounts to achieve a better understanding of the customer's needs to improve service delivery.
- Develop a deeper understanding of the market and an in-depth knowledge of the pharmaceutical industry and core supply chain process.
- Coordinate communication and activities between all sales personnel toward accomplishing organizational goals.
- Finding optimal ways to sell with an understanding of current business environment through creative opportunity creation, deal structuring, value propositions, etc., that demonstrates NMSF's ability help customers get optimal value for their investment.
- Monitor and analyse performance metrics and suggest improvements and prepare monthly, quarterly and annual sales forecasts.
- Perform research and identify new potential customers and new market opportunities.
- Provide timely and effective solutions aligned with clients' needs.
- Highlight future events, trends and gather market intelligence to enable the organization to expand.
- Drive sales targets and implement approved incentive schemes.

#### **QUALIFICATIONS AND EXPERIENCE REQUIRED**

- A Master's degree in Business Administration or Marketing
- At least eight (8) years working experience in charge of selling health and pharmaceutical products
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

#### **SKILLS AND KNOWLEDGE REQUIRED**

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Through understanding of the supply chain
- Knowledge of financial terms and principles. Able to forecast and prepare budgets
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English.

## HQ-DIS-04 Pharmacy Channel Manager

<b>JOB TITLE</b>	<b>Pharmacy Channel Manager</b>
<b>REPORTS TO</b>	<b>Director Distribution</b>
<b>POSITIONS SUPERVISED</b>	<b>Community Pharmacist</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Responsible managing, planning and controlling the sales of medicines and other pharmaceutical items through the Pharmacies in the state. He/ she charge with responsibility for establishing long term customer relationships, providing solutions to customer needs and ensuring the pharmacy outlets are well managed.

### KEY RESPONSIBILITIES

- Manages NMSF pharmacies and ensure the provision of medicines according to approved orders.
- Ensure availability of medicines and medical supplies to the pharmacies through the provision of consumption and quantification data.
- Develop internal relationships to understand the internal business process and improve service delivery.
- Establish and maintain effective customer relationships to understand customer needs, promote customer understanding of full product/systems/ services offering, and align to provide a solution.
- Ensure a positive customer experience throughout the sales process.
- Ensures efficient marketing activities and value proposition to customers.
- Identifies and drives the development of new market opportunities in the pharmacy channel and ensures know-how sharing and cross-collaboration.
- Generate regular sales reports.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Pharmacy or related field.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS At least seven (7) years working experience in charge of pharmacy sales in a health systems organization.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Knowledge of financial terms and principles and ability to forecast and prepare budgets.
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English



## HQ-DIS-05 Inventory Planning Manager

<b>JOB TITLE</b>	<b>Inventory Planning Manager</b>
<b>REPORTS TO</b>	<b>Director, Distribution</b>
<b>POSITIONS SUPERVISED</b>	<b>Stock Control Manager, Warehouse Manager</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- The Inventory Planning Manager oversees inventory planning, stock control and warehouse management at HQ and across all states. He / she ensures that stock is well received, well stored and issues of stock is well documented. Ensures proper control and accounting for stores and stocks.

### KEY RESPONSIBILITIES

- Establish and maintain a stock inventory management system, including stock control and detailed receipt/dispatch records; provide reconciled stock reports.
- Ensure that accurate and complete accounting, reporting and internal control systems are functioning, and that all relevant records are properly maintained.
- Produce stock movement reports per NMSF reporting policy and formats.
- Responsible for the receipt, storage, accounting and reporting of all commodities received and stored in the warehouse(s).
- Produce regular stock reports, daily stock position, and monthly commodity reports.
- Assess availability of space and prepare stacking/storage plans prior to commodities arrivals.
- Make periodic random checks during loading/unloading operations to ensure that commodities by the trucks confirm to the quantity record on the truck waybill.
- Monitor the quantity and quality of commodities stored. Carry out regular commodity physical random check/inventory of the warehouse.
- Ensure security of warehouses, commodities and staff.
- Ensure the adequate provision of all warehouse equipment such as pallets and tools.
- Support the tracking of forecasts and quotas to identify changes or to determine their effect on supply chain activities.
- Upgrade the storage techniques and introduce recent technology.
- Participate in purchasing committee meetings.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Logistics, Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least of eight (8) years of experience in warehouse, logistics and supply chain management, ideally gained in the pharmaceutical industry.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Organization, planning and time management
- Communication skills
- People and performance management.
- Excellent competence in both spoken and written Arabic and English.

## HQ-DIS-09 Medical Order Manager

<b>JOB TITLE</b>	<b>Medical Order Manager</b>
<b>REPORTS TO</b>	<b>Sales Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Medical Order Specialist</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- The Medical Order Manager oversees the order processing department and is responsible for the fulfilment of the customer order, including order receipt, stock availability, invoicing, dispatch and distribution.

### KEY RESPONSIBILITIES

- Develops customer management processes and procedures and performance indicators to guide the work of the department.
- Develops innovative practices and services that ensure a customer driven service. Uses internal and external measures to identify shortfalls in customer service and quality and then acts on the information.
- Establishes and maintains a close working relationship with other departments and serve as an escalation point of contact and can provide support to other team members when needed.
- Ensures that all orders are processed and responds to customers for order/inventory questions.
- Liaises with the Inventory Planning function to ensure availability of products and fulfilment of the order.
- Liaises with the finance department to resolve invoice and pricing issues.
- Management of the communication with the sales department and customers.
- Monitoring and evaluation of all orders as well as preparation of order reports.
- Develop & maintain a detailed working knowledge of the pharmaceutical industry and supply chain processes.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business Administration, Pharmacy or related subject
- At least eight (8) years working experience in sales in a health systems organization
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Detailed knowledge of the pharmaceutical and supply chain management industry
- Knowledge and experience in the back-office applications with good understanding of administrative processes
- Must possess strong attention to detail, accuracy and completeness regarding all processes
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-DIS-10 Medical Order Specialist

<b>JOB TITLE</b>	<b>Medical Order Specialist</b>
<b>REPORTS TO</b>	<b>Medical Order Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- Responsible for day to day processing of orders from both private and government customers.

### KEY RESPONSIBILITIES

- Receives the orders from online, in person and via telephone. Ensures the order information from the customer is concise and can be fulfilled.
- Documents the order process for new customers. Communicates product details in accordance with NMSF offering and manufacturer details.
- Clarifies the order terms and processes through the ERP system.
- Checking of stock levels, updating and posting sales invoices together with the final preparation of customer statements.
- Send order to be processed and distributed.
- Ensures that creation invoices and manages the reconciliation of orders and invoices.
- Develops internal relationships to understand the internal business process and improve service delivery.
- Generates regular reports.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Business Administration, Pharmacy or related subject.
- At least five six (6) years working experience in sales in a health systems organization.

### SKILLS AND KNOWLEDGE REQUIRED

- Detailed knowledge of the pharmaceutical and supply chain management industry
- Knowledge and experience in the back-office applications with good understanding of administrative processes
- Must possess strong attention to detail, accuracy and completeness regarding all processes
- Good knowledge of Microsoft Office suite
- Knowledge of ERP Systems
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Excellent competence in both spoken and written Arabic with working Knowledge of English

## HQ-DIS-11 Biomedical Sales Manager

<b>JOB TITLE</b>	<b>Biomedical Sales Manager</b>
<b>REPORTS TO</b>	<b>Sales Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Biomedical Sales Specialist</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for developing and managing NMSF's sales strategy on biomedical products. Build long term customer relationships and manage resolution to specific customer needs and issues and Identify and develop sales opportunities.

### KEY RESPONSIBILITIES

- Work with the bio medical team to implement marketing strategies.
- Identifies and drives the development of new market opportunities in the field ensures know-how sharing and cross-collaboration.
- Establish and maintain effective customer relationships to understand customer needs, promote customer understanding of full product/systems/ services offering, and align to provide a solution.
- Manage forecasting, coordinating sales, marketing and operations efforts with the Sales Manager.
- Responses to customer queries and visit health facilities to demonstrate product offerings.
- Develop internal relationships to understand the internal business process and improve service delivery.
- Communicates product details in accordance with NMSF offering and manufacturer details. .

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Biomedical Engineering or related subject.
- Postgraduate qualifications in sales or marketing.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least seven (7) years working experience in charge of Biomedical sales in a health systems organization

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Detailed knowledge of the supply chain management industry
- Strong sales and negotiation skills
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management.
- Excellent competence in both spoken and written Arabic and English

## HQ-DIS-12 Biomedical Sales Specialist

<b>JOB TITLE</b>	<b>Biomedical Sales Specialist</b>
<b>REPORTS TO</b>	<b>Biomedical Sales Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>▪ Responsible for selling biomedical products in a designated market to meet NMSF sales strategy.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Responses to customer queries and visit health facilities to demonstrate product offerings.</li> <li>▪ Organize, collect, monitor and control the record-keeping and documentation of orders.</li> <li>▪ Establish and maintain effective customer relationships to understand customer needs, promote customer understanding of full product/systems/ services offering, and align to provide a solution.</li> <li>▪ Ensure a positive customer experience throughout the sales process.</li> <li>▪ Complete necessary service and repair documentation following both company and client policies &amp; procedures when requested to do some installation.</li> <li>▪ In conjunction with the biomedical department, document all repair actions and submit reports/summaries per schedule in time.</li> <li>▪ Ensure proper care of spares, tools and test equipment and ensure calibration when requested to do installation.</li> <li>▪ Ensures efficient marketing activities and value proposition to customers.</li> <li>▪ Generate regular sales reports.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ A Bachelor’s degree in Biomedical Engineering or related subject</li> <li>▪ Postgraduate qualifications in sales or marketing</li> <li>▪ At least six (6) years working experience as a sales specialist in a health systems organization</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>▪ Knowledge of ERP Systems</li> <li>▪ Detailed knowledge of the supply chain management industry</li> <li>▪ Strong sales and negotiation skills</li> <li>▪ Strong analytical, organization and planning skills</li> <li>▪ Organization, time management, prioritizing and the ability to handle a complex, varied workload</li> <li>▪ Excellent competence in both spoken and written Arabic with working Knowledge of English</li> </ul>

## HQ-DIS-15 Inventory Controller

<b>JOB TITLE</b>	<b>Inventory Controller</b>
<b>REPORTS TO</b>	<b>Stock Control Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	

### JOB PURPOSE

- The Inventory Controller ensures the overall accuracy and integrity of the inventory both at the national and state level facilities are maintained. He / she provide ongoing analysis and monitors daily inventories at multiple sites to ensure discrepancies are identified and corrected in a timely manner.

### KEY RESPONSIBILITIES

- Storage and distribution of received items according to the good storage and distribution standards.
- Prepare inventory documentation by accurately recording type, quantity, quality, and other features of inventory for a clear understanding of the state of the stocks.
- Maintaining the stock records, using computerized systems for entering the records and is accountable for checking the supply invoices with the purchase orders.
- Provide ongoing analysis and monitor daily inventories at multiple sites to ensure discrepancies are identified and corrected in a timely manner.
- Maintain daily invoices and shipment records to ascertain the state of all stocks.
- Respond to complaints and queries concerning inventories and products.
- Responsible for preparing the reports on adjustments done to inventories that may be damaged, spoiled, etc., and coordinates the purchasing, inventory and warehousing functions.
- Undertake the function of stock taking and confirm the periodic stock on a regular basis.
- Ensure the correct and timely valuation of the inventory and to be involved in directing and managing procedures related to offloading, packing and unpacking.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Logistics, Supply Chain Management, Operations or related subject
- At least 5 years working experience in medical warehouse/pharmacy logistics management
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Detailed knowledge of the pharmaceutical industry and supply chain processes
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Excellent competence in both spoken and written Arabic with working knowledge of English

## HQ-DIS-16 Warehouse Manager

<b>JOB TITLE</b>	<b>Warehouse Manager</b>
<b>REPORTS TO</b>	<b>Inventory Planning Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Storekeepers, Store workers</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Manages and documents the receipt, handling, storage, release and reporting of goods through the NMSF warehouse(s) both at the National level and the States.

### KEY RESPONSIBILITIES

- Physically and administratively manages medical and non-medical stocks.
- Ensures that all necessary tools and management procedures are in place.
- Receipt of all items received per the shipping documents and distinguishing them until compliance with the specifications.
- Responsible for the correct follow up and documentation of the items in his warehouse and the in/out flow of items from / to the warehouse.
- Regularly check inventory levels (physical counts), keep inventories up to date and monitor consumption;
- Checks, records and arranges the goods received, ensure the availability of a wide range of items.
- Organize the warehouse and shelves, ensures safety of medicines according to the storage standards.
- Respect the lead time to facilitate timely delivery of processed orders.
- Supervise the loading/ offloading of merchandises
- Ensure the inventory levels and updated according to the planning.
- Monitors temperature control with the warehouses.
- Updates the inventory levels in the systems and generates reports to inform the Purchasing departments on the re-order levels.
- Ensure availability of updated stock cards both in hard copy and the system generated.
- Ensure quality of items stocked, taking note of the expiry dates and updating the system appropriately.
- Ensure the maintenance of warehouse building(s), fittings and equipment.
- Implement and ensure clear safety procedures.
- Implement and ensure clear loading / unloading procedures, correct stacking and turnover (FIFO) procedures. Coordinates and supervises the activity of all warehouse staff (storekeeper, daily workers,)

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Logistics, Supply Chain Management, Operations or related subject
- At least seven (7) years working experience in medical warehouse/pharmacy logistics management
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems

- Detailed appreciation of logistics, transportation and warehousing methodologies
- Aware of the legal implications associated with stores management e.g. Health & Safety, manual handling, handling of hazardous materials, etc.
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English



## 4 MEDICAL SUPPLY STATES DIRECTORATE

### ST-COR-01 Branch Manager (State)

<b>JOB TITLE</b>	<b>Branch Manager</b>
<b>REPORTS TO</b>	<b>Director, Medical States Supply</b>
<b>POSITIONS SUPERVISED</b>	<b>IT Officer, Communications Officer, Internal Auditor, Finance Manager, Supply Manager, Compliance and Monitoring Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

#### **JOB PURPOSE**

- Responsible for creating and maintaining supply chain activities and appropriate levels of operational focus, integrity and control at the state and localities level.

#### **KEY RESPONSIBILITIES**

- Establish appropriate systems to ensure the supply of medicines and equipment within the state while ensuring compliance with internal policies and procedures.
- Liaises and follow up with the corporate Distribution team to ensure the availability of supplies.
- Ensures effective planning, monitoring and reporting for activities undertaken in the focus state.
- Liaises with government officials at state level and represents NMSF within the state and at locality level.
- Manages the oversight and supervision of pharmacies and ensure that quantification and consumption information is recorded.
- Coordinates the dissemination of new corporate programmes with partners in the state.
- Ensure appropriate budget controls are in place and approves financial transactions.
- Works with operational support departments to implement new processes and monitor branch operational activities.
- Conduct periodic operational audits to ensure adherence to policies and procedures.
- Build and maintain effective relationships with implementing partners and stakeholders.

#### **QUALIFICATIONS AND EXPERIENCE REQUIRED**

- A Master's Degree in Pharmacy, business management or supply chain management
- At least of 8 years professional supply chain experience
- Proven experience in areas of management and operations
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS

#### **SKILLS AND KNOWLEDGE REQUIRED**

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel).
- Strong analytical, coordination, organization, facilitation and strategic planning skills.
- Financial management experience including overseeing financial procedures and budget management
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## ST-COR-02 IT Officer (State)

<b>JOB TITLE</b>	<b>IT Officer</b>
<b>REPORTS TO</b>	<b>Branch Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- To ensure efficient on-going user support is provided to users at all times and maintains the ERP system at state level.

### KEY RESPONSIBILITIES

- Carry out help desk functions by providing first line support services to IT users.
- Troubleshoot and diagnose system errors and implement solutions or liaise with in-house specialists for problem resolution.
- Ensure that new users receive adequate instructions on correct usage of equipment and peripherals.
- Configure newly acquired hardware and make it available to users; ensure that system and ERP software updates are made on a continuous basis.
- Schedule and implement preventative hardware maintenance activities and undertake/co-ordinate repairs in response to hardware failures.
- Liaise with training providers and service providers (where relevant) to ensure that training services are provided when required.
- Carry out basic training on relevant IT systems to ensure the efficient execution of tasks.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Degree in IT, or computer science or other related subject
- At least three (3) years relevant IT experience
- Experience in an operational institution handling many users and providing application services to external users/clients

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong analytical, organization, facilitation and planning skills
- Strong IT skills including knowledge of software applications including ERP system
- Excellent competence in both spoken and written Arabic with working knowledge of English

## ST-COR-05 Financial Manager (State)

<b>JOB TITLE</b>	<b>Finance Manager</b>
<b>REPORTS TO</b>	<b>Branch Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Develop a strong and practical set of controls and processes and accounts for the receipt and sale of medicines, supplies and equipment at state level.

### KEY RESPONSIBILITIES

- Manage the financial system, ensuing maximum productivity and that it meets the needs of the current and the future activities of the NMSF.
- Direct, plan, organize, coordinate and evaluate the financial activities and supporting information systems of the State including budgeting, receipt of revenue, expenditure of funds and the repatriation of funds to HQ.
- Manages accounts receivables and the collection of revenue and delinquent customers.
- Manages all operational costs at state level including facilities and building maintenance.
- Ensure NMSF follows all internal / statutory policies and relevant regulations and ensure reports are completed in a timely manner.
- Oversees the approval and processing of income and revenue, expenditure, budgets, ledger and account maintenance ensuring compliance with HQ policies and regulations, while maintaining appropriate internal control safeguards and systems.
- Ensure financial records systems are maintained in accordance with generally accepted accounting standards.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's Degree in Finance and / or Accounting
- Be a holder of CPA, ACCA or other recognized professional accounting qualification
- At least seven (7) years' experience heading finance function ideally within the health sector or supply chain organization

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong analytical, organization and planning skills.
- Knowledge of accounting packages and ERP system
- Thorough understanding of profitability and revenue models and reporting standards
- Understanding of the supply chain
- People and performance management
- Excellent competence in both spoken and written Arabic and English

**ST-COR-06 Accountant (State)**

<b>JOB TITLE</b>	<b>Accountant</b>
<b>REPORTS TO</b>	<b>Financial Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

**JOB PURPOSE**

- Supports the Financial Manager in the receipt and recording of revenue and income at state level and accounts payable activities.

**KEY RESPONSIBILITIES**

- Responsible for the daily reconciliation between bank and company accounts as well as handling daily receipts, monthly revenue intake sheets, spreadsheet files and inter-company reports and communications to HQ.
- Assists the Compliance and Monitoring Manager in the daily collection of funds from Pharmacies across the state. Ensures that payments are received from customers in a prompt and timely manner.
- Ensure that all monthly transactions are accurately recorded, and they additionally assist in updating revenue tracking sheets.
- Participating in monthly, quarterly and yearly accounting cycles and preparing monthly financial statements.
- Ensure timely input of data required for preparation of monthly financial statements.
- Manage, update and reconcile the operational account.
- Update and review various account reconciliations to ensure correctness.
- Run reports to ensure reliability and effect in journals.
- Check all cash payments to ensure accuracy and that all amounts are accounted for.
- Monitor and reinforce internal controls.

**QUALIFICATIONS AND EXPERIENCE REQUIRED**

- A Bachelor's degree in Finance and / or Accounting or another related subject.
- Be a holder of CPA, ACCA or other recognized professional accounting qualification
- At least five (5) years' experience in revenue accounting ideally within the health sector or pharmaceutical industry.

**SKILLS AND KNOWLEDGE REQUIRED**

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong analytical, attention to detail, organization and planning skills
- Knowledge of accounting packages and the ERP system
- Excellent competence in both spoken and written Arabic with working knowledge of English

## HQ-SLT-03 Supply Manager

<b>JOB TITLE</b>	<b>Supply Manager</b>
<b>REPORTS TO</b>	<b>Director States Medical Supply</b>
<b>POSITIONS SUPERVISED</b>	<b>Supply Programme Manager</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- The Supply Manager oversees ensuring sustainability of supplies (both free and cost recovery medicines, lab reagents, medical gases...etc) to the states or within the states. He / she ensure the supply pipeline is operational and both regular and emergency supplies are met.

### KEY RESPONSIBILITIES

- Review or update supply chain practices in accordance with new or changing environmental policies, standards, regulations, or laws.
- Follow-up of states orders both scheduled and emergency requests.
- Monitor forecasts and quotas to identify changes or to determine their effect on supply chain activities.
- Develop procedures for coordination of supply chain management with other functional areas, such as sales/distribution, finance, procurement or quality assurance.
- Conduct regular state supply chain risk assessment to identify and resolve bottlenecks.
- Proactively follow up on arising concerns that affect flow of supplies at the states.
- Responsible for implementation of activities related to the GF and UNFPA agreement with NMSF and attending all coordination meeting with Implementing partners, head of national technical working group that responsible of forecasting and quantification of GF and UNFPA commodities.
- Build and maintain productive relationships with national authorities, as well as technical and financial partners involved in supply chain.
- Ensure all procurement and supply chain management strengthening activities are well coordinated and implemented systematically.
- Represent NMSF at all relevant technical meetings and coordination forums.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Pharmacy, Supply Chain Management or related field.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least of eight (8) years of experience in the health sector and supply chain management.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Strong analytical and negotiation planning skills
- Knowledge of financial terms and principles and able to forecast and prepare budgets
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-SLT-04 Supply Programme Manager

<b>JOB TITLE</b>	<b>Supply Programme Manager</b>
<b>REPORTS TO</b>	<b>Supply Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Supply Programme Coordinator</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- The Supply Programme Manager supports the Supply Manager in organizing resources focussing on Economic, Free Medicine, Global Funds and Under 5's. Analyses, reports on and coordinates quantification and forecasting for these specific programmes and follows up on supplies to all states.

### KEY RESPONSIBILITIES

- Manages the implementation of activities related to the GF and UNFPA agreement with NMSF and attending all coordination meeting with Implementing partners, head of national technical working group that responsible of forecasting and quantification of GF and UNFPA commodities.
- Ensure that all states orders (both scheduled and emergency requests) are documented tracked and delivered in a timely manner.
- Support the tracking of forecasts and quotas to identify changes or to determine their effect on supply chain activities.
- Implement approved procedures for coordination of supply chain management with other functional areas, such as sales/distribution, finance, procurement or quality assurance.
- Participate in state supply chain risk assessment to identify and resolve bottlenecks.
- Build and maintain productive relationships with national authorities, as well as technical and financial partners involved in supply chain.
- Prepare supply chain reports.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelors degree in Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least seven (7) years of experience in contract management and procurement.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Strong analytical and negotiation planning skills
- Knowledge of financial terms and principles and able to forecast and prepare budgets.
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Demonstrates knowledge of pharmaceutical commodities and standard treatment guidelines
- Understands the principles and applications of quantification and demand forecasting
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-SLT-05 Supply Program Coordinator

<b>JOB TITLE</b>	<b>Supply Programme Coordinator</b>
<b>REPORTS TO</b>	<b>Supply Programme Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- The Supply Programme Coordinator is focuses on the provision of support in a specific programme area. i.e. Economic, Free Medicine, Global Funds and Under 5's. Analyses, reports on and coordinates quantification and forecasting for these specific programmes and follows up on supplies to all states and or facilities

### KEY RESPONSIBILITIES

- Collects analyses and interprets consumption and demographic data to project commodity needs.
- Participates in committee meetings with donors and partners and present ideas.
- Develops programme and inventory plans and supports the quantification process to identify changes or to determine their effect on supply chain activities.
- Forecasts budgetary requirement based on programme needs.
- Implement approved procedures for coordination of supply chain management with other functional areas, such as sales/distribution, compliance and supervision.
- Participate in state supply chain risk assessment to identify and resolve bottlenecks.
- Build and maintain productive relationships with national authorities, as well as technical and financial partners involved in the supply chain.
- Implement approved supply chain practices in accordance with new or changing environmental policies, standards, regulations, or laws.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least of six (6) years of experience in the health sector and supply chain management

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Strong analytical and planning skills
- Knowledge of financial terms and principles and able to forecast and prepare budgets.
- Organization and time management
- Demonstrates knowledge of pharmaceutical commodities and standard treatment guidelines
- Understands the principles and applications of demand forecasting
- Excellent competence in both spoken and written Arabic with working knowledge of English

## HQ-SLT-06 Compliance Monitoring Manager

<b>JOB TITLE</b>	<b>Compliance Monitoring Manager</b>
<b>REPORTS TO</b>	<b>Director States Medical Supply</b>
<b>POSITIONS SUPERVISED</b>	<b>M&amp; E Manager, Compliance Manager</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Reviews, monitors and supervises supply chain practices and ensure that good storage and distribution practices are implemented. Ensures the all activities are in compliance with the rules and regulations of regulatory agencies, donors and NMSF.

### KEY RESPONSIBILITIES

- Monitor state Fund branches and evaluate implementation plans and activities of state branches.
- Collect data and prepare reports to insure sustained of medical supply.
- Develops initiates, maintains, and revises policies and procedures for the general operation of the compliance programme and its related activities to prevent illegal, unethical, or improper conduct.
- Collaborates with other departments to direct compliance issues to appropriate existing channels for investigation and resolution.
- Acts as an independent review and evaluation body to ensure that compliance Issues/concerns within the organization are being appropriately evaluated, investigated and resolved.
- Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
- Identifies potential areas of compliance vulnerability and risk; develops/implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
- Provides reports on a regular basis, and as directed or requested, to keep the senior management informed of the operation and progress of compliance efforts.
- Provide compliance training programmes HQ and State staff.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Masters' degree in Pharmacy or related field.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least eight (8) years working experience in a health systems organization with experience in monitoring and evaluation and auditing procedures

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Demonstrates comprehensive knowledge of the pharmaceutical system
- Good knowledge of the principles of consumption, quantification and forecasting
- Knowledge of auditing and compliance principles
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English



## HQ-SLT-07 M&E Manager

<b>JOB TITLE</b>	<b>Monitoring &amp; Evaluation Manager</b>
<b>REPORTS TO</b>	<b>Compliance Monitoring Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- The Monitoring & Evaluation Manager provides technical guidance to the monitoring and evaluation of the implementation of supply chain activities at state level.

### KEY RESPONSIBILITIES

- Participate in processes of review and/or development M & E systems and tools.
- Engage in spot checks and process monitoring to track results (output, outcomes and impacts)
- Provide feedback and Inform senior management on necessary changes in strategies, approaches, vision and activities.
- Compare state progress with the approved work plans and communicate the results to senior management.
- Provide input on work plans and indicators to be adopted.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Pharmacy or a related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least of seven (7) years' experience and familiarity and understanding of impact evaluation and participatory M&E evaluation techniques

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Strong analytical, problem solving and planning skills
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-SLT-08 Compliance Manager

<b>JOB TITLE</b>	<b>Compliance Manager</b>
<b>REPORTS TO</b>	<b>Compliance Monitoring Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Compliance Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Reviews, monitors, and supervises supply chain practices and ensure that good storage and distribution practices are implemented. Ensures the all activities are in compliance with the rules and regulations of regulatory agencies, donors and NMSF.

### KEY RESPONSIBILITIES

- Conduct reviews through visits to the facilities and states to ensure compliance requirements of supply chain, internal procedures / policies, contracts, national / state regulatory guidelines and donors.
- Prepare monthly monitoring reports to check on compliance progress, highlighting areas of non-compliance for action.
- Coordinate compliance and supportive supervision visits and update compliance tracking in order to identify trends and use as a basis for policy review or change in processes.
- Integrate customer feedback where possible to identify areas of compliance that need to be improved.
- Collaborate and participate in quantification and forecasting meetings.
- Provides reports on a regular basis, and as directed or requested, to keep the senior management informed of the operation and progress of compliance efforts.
- Facilitate compliance training programmes.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelors degree in Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least seven (7) years working experience in a health systems organization

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Demonstrates knowledge of laws and regulations related to pharmacy standards
- Demonstrates knowledge of pharmaceutical commodities and standard treatment guidelines
- Understands the principles of monitoring and supportive supervision
- Strong analytical, problem solving and planning skills
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-SLT-09 Compliance Officer

<b>JOB TITLE</b>	<b>Compliance Monitoring Officer</b>
<b>REPORTS TO</b>	<b>Compliance Monitoring Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- Reviews and monitors supply chain practices and ensure that good storage and distribution practices are implemented.

### KEY RESPONSIBILITIES

- Conduct regular visits to the states and facility sites, measure the application of guidelines, identify gaps in performance, and recommend measures to improve performance.
- Prepare the NMSF supervision annual plan.
- Support the department in developing and implementing relevant action plans to mitigate re-occurrence of non-compliance issues identified via the reviews
- Updates tracking log sheets to capture compliance issues raised and shares with the Compliance and Monitoring Manager for review.
- Updates compliance monitoring tools, provides analysis of compliance activities across departments.
- Draft compliance reports highlighting relevant findings and recommendations in a timely manner to all key stakeholders.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Pharmacy or a related field
- At least three (3) years' experience in a health care environment

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Demonstrates knowledge of laws and regulations related to pharmacy standards
- Demonstrates knowledge of pharmaceutical commodities and standard treatment guidelines
- Understands the principles of monitoring and supportive supervision
- Strong analytical, problems solving and planning skills
- Excellent competence in both spoken and written Arabic with working knowledge of English

## HQ-SLT-10 Logistics & Transportation Manager

<b>JOB TITLE</b>	<b>Logistics &amp; Transportation Manager</b>
<b>REPORTS TO</b>	<b>Director States Medical Supply</b>
<b>POSITIONS SUPERVISED</b>	<b>Logistics Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- The management and supervision of the flow of medical products from the NMSF to the partners and customers of NMSF. Development and maintenance of the logistics services system which include the shipping of the medical products for partners and customers.

### KEY RESPONSIBILITIES

- Resolve problems concerning transportation, logistics systems, imports or exports, or customer issues.
- Collaborate with other directorates and departments to integrate logistics with business systems or processes, such as customer sales, order management, procurement or shipping.
- Maintain metrics, reports, process documentation, customer and state service logs, or training or safety records.
- Supervise the work of logistics officers and delivery staff.
- Direct inbound or outbound logistics operations, such as transportation safety performance, or logistics quality management.
- Ensure appropriate allocation and safe use of vehicles throughout and ensure servicing and maintenance schedules are adhered to.
- Manage outsourced transportation providers and ensure value for money.
- Prepare weekly driver roster for assignment.
- Implement and maintain fleet management policies, systems and procedures and ensure compliance.
- Supervise and train drivers on safe driving protocols and security regulations.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business Administration or an equivalent.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least eight (8) years' experience in Logistics and Supply Chain Management

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Knowledge of principles and methods for moving goods including the relative costs and benefits
- Knowledge of the supply chain and geographic areas
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Knowledge of financial terms and principles and able to forecast and prepare budgets
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-SLT-11 Logistics Officer

<b>JOB TITLE</b>	<b>Logistics Officer</b>
<b>REPORTS TO</b>	<b>Logistics &amp; Transportation Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Drivers and Delivery Assistant</b>
<b>MANAGEMENT LEVEL</b>	

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>▪ Support in the coordination of all supply and logistics operations.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Ensures that all relevant information/instruction related to distribution of items are received on time and verified for accuracy to be used in preparing the monthly distribution Plan.</li> <li>▪ Prepares the distribution plan for supply delivery from all NMSF warehouses country wide on time and shares it for approval.</li> <li>▪ Follows up to ensure the approved distribution plan is shared with all relevant units to facilitate preparation of stocks for dispatch and other regulatory approvals.</li> <li>▪ Support the management of vehicle fleet assets in all sites in line with NMSF standards.</li> <li>▪ Promote and spearhead safety driving in the organization.</li> <li>▪ Monitor and analyses vehicle usage and movement for optimal utilization.</li> <li>▪ Implements weekly driver roster for assignment.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ A Bachelor’s degree in Business Administration or an equivalent.</li> <li>▪ Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS</li> <li>▪ At least three (3) years’ experience in Logistics Management</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>▪ Knowledge of ERP Systems</li> <li>▪ Knowledge of principles and methods for moving goods including the relative costs and benefits.</li> <li>▪ Knowledge of the supply chain and geographic areas</li> <li>▪ Organization, time management, prioritizing and the ability to handle a complex, varied workload.</li> <li>▪ People management skills</li> <li>▪ Excellent competence in both spoken and written Arabic with working knowledge of English</li> </ul>

## ST-SLT-01 Supply Manager (State)

<b>JOB TITLE</b>	<b>Supply Manager</b>
<b>REPORTS TO</b>	<b>Director States Medical Supply</b>
<b>POSITIONS SUPERVISED</b>	<b>Supply Programme Coordinator</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- The Supply Manager is in charge of ensuring sustainability of supplies (both free and cost recovery medicines, lab reagents, medical gases...etc) within the state. He / she ensure the supply pipeline is operational and both regular and emergency supplies are met.

### KEY RESPONSIBILITIES

- Implement supply chain practices in accordance with new or changing environmental policies, standards, regulations, or laws.
- Advise the HQ on emerging supply chain trends at the state level and any need for review of policies.
- Follow-up with HQ for delivery of orders both scheduled and emergency requests.
- Monitor state forecasts and quotas to identify changes or to determine their effect on supply chain activities.
- Implement procedures for coordination of supply chain management with other functional areas, such as sales/distribution, finance, procurement or quality assurance.
- Conduct regular state supply chain risk assessment to identify and resolve bottlenecks.
- Proactively follow up on arising concerns that affect flow of supplies within the state.
- Implement activities related to the GF and UNFPA agreement with NMSF at state level.
- Build and maintain productive relationships with local authorities, as well as technical and financial partners involved in supply chain.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS At least eight (8) years of experience in the health sector and supply chain management

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Strong analytical and negotiation planning skills
- Knowledge of financial terms and principles and able to forecast and prepare budgets
- People and performance management.
- Excellent competence in both spoken and written Arabic and English

## ST-SLT-02 Supply Program Coordinator (State)

<b>JOB TITLE</b>	<b>Supply Programme Coordinator</b>
<b>REPORTS TO</b>	<b>Supply Manager (State)</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- The Supply Programme Coordinator at state level focuses on the provision of support in a specific programme area. i.e. Economic, Free Medicine, Global Funds and Under 5's within the state. He / she analyses, reports on and coordinates quantification and forecasting for these specific programmes and follows up on supplies to all states and or facilities

### KEY RESPONSIBILITIES

- Support the tracking of forecasts and quotas to identify changes or to determine their effect on supply chain activities.
- Collects analyses and interprets consumption and demographic data to project commodity needs.
- Participates in local committee meetings with donors and partners and presents ideas.
- Develops programme and inventory plans and supports the quantification process to identify changes or to determine their effect on supply chain activities.
- Forecasts budgetary requirement based on programme needs.
- Implement approved procedures for coordination of supply chain management with other functional areas, such as sales/distribution, compliance and supervision.
- Participate in state supply chain risk assessment to identify and resolve bottlenecks.
- Build and maintain productive relationships with state authorities, as well as technical and financial partners involved in the supply chain.
- Implement approved supply chain practices in accordance with new or changing environmental policies, standards, regulations, or laws.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least of six (6) years of experience in the health sector and supply chain management

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Strong analytical and planning skill
- Knowledge of financial terms and principles and able to forecast and prepare budgets
- Organization and time management
- Demonstrates knowledge of pharmaceutical commodities and standard treatment guidelines
- Understands the principles and applications of demand forecasting
- Excellent competence in both spoken and written Arabic with working knowledge of English

## ST-SLT-03 Stock Control Manager (State)

<b>JOB TITLE</b>	<b>Stock Control Manager</b>
<b>REPORTS TO</b>	<b>Supply Manager (State)</b>
<b>POSITIONS SUPERVISED</b>	<b>Logistics Officer, Warehouse Supervisor</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- The Stock Control Manager is in charge of stock control and warehouse management at state level. He / she ensures that stock is well received, well stored and issues of stock is well documented.

### KEY RESPONSIBILITIES

- Establish and maintain a stock inventory management system, including stock control and detailed receipt/dispatch records; provide reconciled stock reports.
- Ensure that accurate and complete accounting, reporting and internal control systems are functioning, and that all relevant records are properly maintained.
- Produce stock movement reports according to NMSF reporting policy and formats.
- Responsible for the receipt, storage, accounting and reporting of all commodities received and stored in the warehouse(s).
- Produce regular stock reports, daily stock position, and monthly commodity reports.
- Assess availability of space and prepare stacking/storage plans prior to commodities arrivals.
- Make periodic random checks during loading/unloading operations to ensure that commodities by the trucks confirm to the quantity record on the truck waybill.
- Monitor the quantity and quality of commodities stored. Carry out regular commodity physical random check/inventory of the warehouse.
- Ensure security of warehouses, commodities and staff.
- Ensure the adequate provision of all warehouse equipment such as pallets and tools.
- Support the tracking of forecasts and quotas to identify changes or to determine their effect on supply chain activities.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Business Administration, Procurement or related field.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS At least of seven (7) years of experience in warehouse management, ideally gained in the pharmaceutical industry.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Organization, planning and time management
- People and performance management.
- Excellent competence in both spoken and written Arabic and English



## ST-SLT-06 Compliance Monitoring Manager (State)

<b>JOB TITLE</b>	<b>Compliance Monitoring Manager</b>
<b>REPORTS TO</b>	<b>State Branch Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>NONE</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for reviewing and monitoring supply chain practices at the state level. Ensures that good storage and distribution practices are implemented in compliance with the rules and regulations of regulatory agencies, donors and NMSF.

### KEY RESPONSIBILITIES

- Monitor state Fund branches and evaluate implementation plans and activities of state branches.
- Collect data and prepare reports to insure sustained medical supply.
- Supports development, maintenance and revision of policies and procedures for operation of the compliance programme and its related activities to prevent illegal, unethical, or improper conduct.
- Collaborates with other departments to direct compliance issues to appropriate existing channels for investigation and resolution.
- Acts as an independent review and evaluation body to ensure that compliance Issues/concerns within the state are being appropriately evaluated, investigated and resolved.
- Monitors, and, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
- Identifies potential areas of compliance vulnerability and risk; develops/implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
- Provides reports on a regular basis to the HQ, and as directed or requested, to keep the senior management informed of the operation and progress of compliance efforts.
- Provide compliance training programmes at the state level.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Masters' degree in Pharmacy or related field
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least of eight (8) years working experience in a health systems organization with experience in monitoring and evaluation and auditing procedures

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Demonstrates comprehensive knowledge of the pharmaceutical system
- Good knowledge of the principles of consumption, quantification and forecasting
- Knowledge of auditing and compliance principles
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## ST-SLT-07 Compliance Officer (State)

<b>JOB TITLE</b>	<b>Compliance Monitoring Officer</b>
<b>REPORTS TO</b>	<b>Compliance Monitoring Manager (State)</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- Reviews and monitors supply chain practices and ensure that good storage and distribution practices are implemented at the State level.

### KEY RESPONSIBILITIES

- Conduct regular visits to the facility sites, measure the application of guidelines, identify gaps in performance, and recommend measures to improve performance.
- Support the department in developing and implementing relevant action plans to mitigate re-occurrence of non-compliance issues identified via the reviews.
- Contribute to preparation of NMSF supervision annual plan.
- Updates tracking log sheets to capture compliance issues raised and shares with the Compliance and Monitoring Manager for review.
- Updates compliance monitoring tools, provides analysis of compliance activities across departments.
- Draft compliance reports highlighting relevant findings and recommendations in a timely manner to all key stakeholders.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Pharmacy or a related field
- At least five (5) years' experience in a health care environment

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Demonstrates knowledge of laws and regulations related to pharmacy standards
- Demonstrates knowledge of pharmaceutical commodities and standard treatment guidelines
- Understands the principles of monitoring and supportive supervision
- Strong analytical, problems solving and planning skills
- Excellent competence in both spoken and written Arabic with working knowledge of English

## ST-SLT-08 Logistics Officer (State)

<b>JOB TITLE</b>	<b>Logistics Officer</b>
<b>REPORTS TO</b>	<b>Stock Control Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Drivers and Delivery Assistant</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>Support in the coordination of all supply and logistics operations at the State level.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Ensures that all relevant information/instruction related to distribution of items are received on time and verified for accuracy to be used in preparing the monthly distribution Plan.</li> <li>Prepares the state distribution plan for supply delivery from the warehouses on time and shares it for approval.</li> <li>Follows up to ensure the approved distribution plan is shared with all relevant departments to facilitate preparation of stocks for dispatch and other regulatory approvals.</li> <li>Support the management of vehicle fleet, assets within the State in line with NMSF standards.</li> <li>Promote and spearhead safety driving in the organization.</li> <li>Monitor and analyses vehicle usage and movement for optimal utilization.</li> <li>Implements weekly driver roster for assignment.</li> <li>Prepares logistics reports for sharing within the state and HQ.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Bachelor's degree in Business Administration or an equivalent.</li> <li>Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS At least five (5) years' experience in Logistics Management</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Knowledge of ERP Systems</li> <li>Knowledge of principles and methods for moving goods including the relative costs and benefits.</li> <li>Knowledge of the supply chain and geographic areas</li> <li>Organization, time management, prioritizing and the ability to handle a complex, varied workload</li> <li>People management skills</li> <li>Excellent competence in both spoken and written Arabic with working knowledge of English</li> </ul>

## LO-SLT-01 Pharmacist (Locality)

<b>JOB TITLE</b>	<b>Pharmacist</b>
<b>REPORTS TO</b>	<b>Compliance and Monitoring Manager (State)</b>
<b>POSITIONS SUPERVISED</b>	<b>Assistant Pharmacist</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>Responsible for receipt, storage, follow-up and distribution of drugs, medical supplies and equipment and ensuring that consumption rates at all sites are properly recorded and tracked.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Assist in preparation and implementation of pharmacy protocols and ensure adherence at all times to promote rational drug use.</li> <li>Ensure effective functioning of the drug supply system at the pharmacy.</li> <li>Ensure availability of essential drug list at the pharmacy as per the dynamics of the location.</li> <li>Review prescriptions for appropriateness of therapy to determine ingredients needed and to ensure correct dosage.</li> <li>Manage the drug store and oversee the drug management according to NMSF drug management system.</li> <li>Ensure proper storage of all items as their specific storage requirements</li> <li>Monitor supply inventory levels perform monthly spot-checks on inventory and consumption rates.</li> <li>Ensure that all stock movement records are appropriately maintained and organized including hard copies and electronic records of stock cards and bin cards.</li> <li>Identify the less utilized and short expiry commodities and advise the prescribers accordingly</li> <li>Supervise the dispensing unit.</li> <li>Conduct regular pharmacy audits</li> <li>Follow up on customer feedback.</li> <li>Coordinate preparation of weekly and monthly reports for drugs and medical supplies, detailing consumption rates by site and all stock movements.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Bachelor's degree in Pharmacy and/or Nursing</li> <li>Professional registration to Practice Pharmacy</li> <li>Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS</li> <li>At least of five (5) years professional experience in pharmaceutical management</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Knowledge of ERP Systems</li> <li>Strong analytical, organization and planning skills</li> <li>Monitoring adherence to quality Standards</li> <li>Experience in liaising with government officials and partners</li> <li>Excellent competence in both spoken and written Arabic</li> <li>Knowledge of consumption and quantification principles</li> <li>People management skills</li> <li>Excellent competence in both spoken and written Arabic with working knowledge of English</li> </ul>

## LO-SLT-02 Assistant Pharmacist (Locality)

<b>JOB TITLE</b>	<b>Assistant Pharmacist</b>
<b>REPORTS TO</b>	<b>Pharmacist</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>Support the Pharmacist in ensuring delivery of pharmacy services at the field level, storage, issuance and updating of documentation for effective tracking.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Assist the Pharmacist in the preparation and raising of regular and emergency drug and medical items purchase orders ensuring documentation is well observed.</li> <li>Provide information and make recommendations about prescription medications.</li> <li>Perform or oversee the performance of packaging, labelling, measuring, compounding, storing, charging, and recording medications used in patient care.</li> <li>Prepare and submit regular inventory reports and requisition orders to the pharmacist in time to avoid unnecessary delays in the purchases and delivery of same items</li> <li>Keeping inventories, ordering, and maintaining supply of drugs, chemicals, and other pharmaceutical stock in the pharmacy at all times convenient for the hospital use and outside clinics.</li> <li>Prepare weekly and monthly reports for drugs and medical supplies, detailing consumption rates by site and all stock movements.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Bachelor's degree in Pharmacy and/or Nursing</li> <li>Professional registration to Practice Pharmacy</li> <li>At least three (3) years professional experience in pharmaceutical management</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Knowledge of ERP Systems</li> <li>Strong analytical, organization and planning skills</li> <li>Monitoring adherence to quality Standards</li> <li>Experience in liaising with government officials and partners</li> <li>Knowledge of consumption and quantification principles</li> <li>Excellent competence in both spoken and written Arabic with working knowledge of English</li> </ul>

## 5 BIO MEDICAL ENGINEERING DIRECTORATE

### HQ-BIO-04 Calibration & Measurement Manager

<b>JOB TITLE</b>	<b>Calibration &amp; Measurement Manager</b>
<b>REPORTS TO</b>	<b>Director Biomedical Engineering</b>
<b>POSITIONS SUPERVISED</b>	<b>Bio Medical Engineer</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>Responsible for the testing, calibrating, and repairing of equipment and measuring and indicating instruments for conformance to established standards.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Supervises employees engaged in testing, calibrating, measuring and indicating instruments for conformance to established standards.</li> <li>Develops calibration standards and oversees the planning sequence of testing and calibration procedures for instruments; setting up of standardized laboratory equipment to test and measure accuracy of other instruments that are used to record voltage, heat, magnetic resistance, and other conformity with specifications using precision measuring instruments; and devising formulas to solve problems in measurements and calibrations.</li> <li>Finalizes/approves procedures and practical guide to minimize calibration time and maintain precision accuracy of instruments, measuring devices, and recording equipment.</li> <li>Oversees the programme for the evaluation of new component measurement equipment/systems as introduced by equipment manufacturers.</li> <li>Supervise of examination medical devices tests medical and patient-related non-medical equipment for compliance with current safety standards.</li> <li>Inspects and tests supporting utility systems and specialized environment control systems of the medical facility for compliance with electrical and patient safety codes and standards.</li> <li>Maintain a safe and organized production/test lab,</li> <li>Provides mentoring and coaching during employee training.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Master's degree in engineering with a specialization in biomedical training or related subject</li> <li>Professional licensing in biomedical equipment maintenance</li> <li>Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS</li> <li>At least (8) years' experience heading a medical calibration and measurement department</li> <li>Experience in functions such as installing, inspecting, calibrating, modifying, and repairing biomedical equipment support systems</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Strong knowledge of biomedical equipment systems</li> <li>Strong planning and organizational ability</li> <li>People and performance management</li> <li>Excellent competence in both spoken and written Arabic and English</li> </ul>

## HQ-BIO-05 Planning & Research Manager

<b>JOB TITLE</b>	<b>Planning &amp; Research Manager</b>
<b>REPORTS TO</b>	<b>Director Bio Medical Engineering</b>
<b>POSITIONS SUPERVISED</b>	<b>Bio Medical Engineer</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Provides leadership in research on new developments on biomedical engineering and replicate the results in NMSF service provision.

### KEY RESPONSIBILITIES

- Supports the manufacturing and marketing of biomedical equipment in line with regulatory standards and quality control specifications, and serves on cross-functional project management teams.
- Participates in tendering to supply medical devices and in the development of medical devices specifications.
- Responsible for following up the implementation contract of medical equipment.
- Supervise the preparation of studies in the field of medical devices and projects
- Collaborate with local research partners/investigators and manage relations with local field work and data collection partners.
- Monitor compliance with study ethical provisions and consenting processes.
- Communicate and facilitate the use of research results for product improvement, scale up of best practices, and policy change to strengthen access to pharmaceutical products.
- Participation in stakeholder meetings, seminars, workshops, and conferences, and contributing to preparation of presentations, reports, and publication of papers in high-impact peer reviewed journals.
- Provide technical assistance to strengthen the capacity of government and other state-level stakeholders.
- Foster collaboration among local investigators, field research teams, and implementation partners.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Biomedical Engineering, or related field
- Professional licensing in biomedical equipment maintenance
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least (8) years relevant experience
- Experience with design, implementation, and analysis of quantitative and qualitative research studies; experience hiring, training, and managing research staff for large community-based or clinical studies.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong knowledge of biomedical equipment systems.
- Strong planning and organizational ability
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-BIO-07 Biomedical Engineer

<b>JOB TITLE</b>	<b>Bio Medical Engineer</b>
<b>REPORTS TO</b>	<b>Calibration &amp; Measurement Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Bio Medical Technician, Bio Medical Craftsman</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>Performs pre-purchase evaluations of medical devices, advises on equipment use and safe clinical applications of biomedical equipment.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Tests, calibrates, and repairs electrical, electronic, mechanical, weight, pressure, vacuum, or other measuring and indicating instruments for conformance to established standards.</li> <li>Assists in developing calibration standards.</li> <li>Plans sequence of testing and calibration procedures for instruments. Sets up standardized laboratory equipment to test and measure accuracy of other instruments that are used to record voltage, heat, magnetic resistance, and other factors.</li> <li>Disassembles recording systems and instrumentation and inspects parts for defects. Measures parts for conformity with specifications using precision measuring instruments. Devises formulas to solve problems in measurements and calibrations.</li> <li>Writes procedures and practical guides to minimize calibration time and maintain precision accuracy of instruments, measuring devices, and recording equipment.</li> <li>Administers a programme for the evaluation of new component measurement equipment/systems as introduced by equipment manufacturers.</li> <li>Investigate medical equipment failures and provide advice about the purchase and installation of new equipment.</li> <li>Participation in sorting tender's medical equipment, writing of medical equipment specifications and checking medical devices received.</li> <li>Approves new biomedical equipment by conducting tests; ensuring adherence to codes; making modifications.</li> <li>Adapt computer hardware or software for medical science or health care applications (</li> <li>Supervise and train craftsmen and technicians.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Bachelor's degree in engineering with a specialization in biomedical training or related subject</li> <li>Professional licensing in biomedical equipment maintenance</li> <li>Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS</li> <li>At least seven (7) years relevant calibration and measurement experience</li> <li>Demonstrated successful experience in biomedical engineering in a health care, laboratory or similar environment</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Strong knowledge of biomedical equipment systems.</li> <li>Strong planning and organizational ability.</li> <li>People and performance management.</li> <li>Excellent competence in both spoken and written Arabic and English</li> </ul>



## HQ-BIO-08 Biomedical Technician

<b>JOB TITLE</b>	<b>Bio Medical Technician</b>
<b>REPORTS TO</b>	<b>Bio Medical Engineer</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Supports service delivery by installing, testing, calibrating, and repairing biomedical equipment and support systems, training users; maintaining safe operations. Installations, inspections, repairs, and modifications.

### KEY RESPONSIBILITIES

- Installs new biomedical equipment by establishing, adjusting, calibrating, and testing performance.
- Provides equipment operation demonstrations; instructing sales and health systems staff in use and care of equipment; answering questions; providing information.
- Evaluates proposed biomedical equipment by conducting tests and evaluations.
- Adapt equipment, standards, and procedures to accomplish unique measurements. Improves biomedical equipment performance by studying machine-patient interaction; conferring with equipment users; developing modifications; collaborating with equipment manufacturers.
- Maintains biomedical equipment supplies inventory by checking stock; anticipating needs; placing and expediting orders; verifying receipt.
- Prepares biomedical reports by collecting, analyzing and summarizing information and trends.
- Maintains safe and healthy working environment by conducting safety tests; recommending and complying with procedures; training and guiding medical and health systems personnel; complying with codes.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in electrical, electronic or mechanical engineering in biomedical training or related subject.
- At least seven (7) years relevant experience in functions such as installing, inspecting, calibrating, modifying, and repairing biomedical equipment support systems.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong knowledge of biomedical equipment systems.
- Strong planning and organizational ability
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-BIO-11 Central Workshop Manager

<b>JOB TITLE</b>	<b>Calibration &amp; Measurement Manager</b>
<b>REPORTS TO</b>	<b>Director Biomedical Engineering</b>
<b>POSITIONS SUPERVISED</b>	<b>Bio Medical Technician</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Provides technical guidance and intermediate maintenance support on medical equipment systems. Responsible for the repair and maintenance of medical devices. Implements organizational maintenance support for all medical devices.

### KEY RESPONSIBILITIES

- Maintains biomedical equipment by completing preventive maintenance schedules; conducting tests; following manufacturer's instructions; troubleshooting and repairing malfunctions; calling for special service; evaluating service contracts; maintaining equipment inventories.
- Supervises employees engaged in repairing and maintenance of equipment and indicating instruments for conformance to established standards.
- Develops and directs methods and procedures to be used in the maintenance activity. Determines the type, extent, and feasibility of repairs; and implements repair or condemnation procedures.
- Identify and utilize appropriate measurement procedures. Perform corrective actions to address identified measurement problems.
- Evaluates user maintenance procedures and ensures safe medical equipment practices are exercised.
- Supervises preventive maintenance tasks such as lubrication; mechanical adjustment; and replacement of filters, tubing, and other parts subject to deterioration.
- Ensures availability and control of spare parts, test equipment, and tools.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in engineering with a specialization in biomedical training or related subject
- Professional licensing in biomedical equipment maintenance
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS At least Eight (8) years' experience heading an equipment workshop
- Experience in functions such as installing, inspecting, calibrating, modifying, and repairing biomedical equipment support systems

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong knowledge of biomedical equipment systems
- Strong planning and organizational ability
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## 6 QUALITY ASSURANCE DEPARTMENT

### HQ-QAS-01 Quality Assurance Manager

<b>JOB TITLE</b>	<b>Quality Assurance Manager</b>
<b>REPORTS TO</b>	<b>General Director</b>
<b>POSITIONS SUPERVISED</b>	<b>Quality Standards Manager, Quality Control Manager, Receipt &amp; Inspection Manager, Customer Care Manager</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

#### **JOB PURPOSE**

- Responsible for coordinating quality assurance processes in the organization. He / she ensures agreed operating procedures, government regulations, industry specifications are complied with in delivering NMSF services and works towards improving standards within the supply chain.

#### **KEY RESPONSIBILITIES**

- Develop, implement and manage the company quality standards including the procurement process, packing, warehousing and storage of products, shipping and clearance processes
- Oversees the customer service function and manages complaints and product recalls.
- Supports the product specification and tendering process to ensure that procured products comply with regulatory standards.
- Oversees the physical inspection and release of received goods and the analysis of products forwarded to the national laboratory.
- Pro-actively identify, develop and implement quality improvements in response to business requirements, technical changes and regulatory requirements.
- Review the effectiveness of the products, its quality, analyzes statistical data related to product's efficacy and safety.
- Acting as a catalyst for change and improvement in performance and quality.
- Plan, manage and support both internal and external audits as well as client audits and regulatory inspections to ensure compliance.
- Ensure that appropriate corrective, preventive actions are implemented.
- Represents the organization externally at National Poison and Pharmacy Administration boards, with UN agencies and other key stakeholders.

#### **QUALIFICATIONS AND EXPERIENCE REQUIRED**

- Master of Science degree in pharmaceutical sciences, chemistry, biochemistry or related discipline
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least eight (8) years' experience in a regulated pharmaceutical environment working on quality management system and internal/external/client audits and inspection.

#### **SKILLS AND KNOWLEDGE REQUIRED**

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Excellent oral communication, reporting and presentation skills
- Able to identify problematic situations, to communicate appropriately, to initiate problem solving process and to propose remedial actions.
- Possesses detailed knowledge of the organization's procurement strategy, policies and processes

- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-QAS-02 Quality Standards Manager

<b>JOB TITLE</b>	<b>Quality Standards Manager</b>
<b>REPORTS TO</b>	<b>Quality Assurance Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Quality Assurance Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for coordinating development, review and updating of standards within NMSF.

### KEY RESPONSIBILITIES

- Working with operating staff to establish procedures, standards, systems and procedures and ensure NSMF comply with applicable regulations.
- Investigating and setting standards for quality and health and safety.
- Coordinate and supervise establishment of the standards for compliance with conformity assessment procedures of medical devices, medicines and supplies.
- Implement approved procedures for coordination of supply chain management with other functional areas.
- Participate in state supply chain risk assessment to identify and resolve bottlenecks.
- Build and maintain productive relationships with national authorities, as well as technical and financial partners involved in supply chain.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in pharmaceutical sciences, chemistry, biochemistry or related discipline
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least 7 years of experience in a regulated pharmaceutical environment working on Quality Management System and internal/external/client audits and inspection.

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Strong analytical, negotiation, organization and planning skills
- Knowledge of qualifications/ validations, manufacturing, packaging and/or testing, quality management systems other relevant guidelines
- Knowledge of the supply chain and pharmaceutical industry
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-QAS-03 Quality Control Manager

<b>JOB TITLE</b>	<b>Quality Control Manager</b>
<b>REPORTS TO</b>	<b>Quality Assurance Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>To ensure products supplied by NMSF meet quality and efficiency standards.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Review proposed changes to systems, procedures, methods, and submissions to regulatory agencies, as appropriate.</li> <li>Conduct quality control analysis of products to ensure they meet approved NMSF, government and international regulations.</li> <li>Maintain relationships with various business functions across the organization including procurement, distribution, warehousing and state branches.</li> <li>Review product quality requirements for individual clients and customers to ensure those requirements are understood and implemented to manage the quality of manufactured items to meet the requirements of the contract specifications.</li> <li>Review manufacturer's quality control requirements and ensure that quality control documentation meets contractual requirements.</li> <li>Coordinates the control of the supply chain process through timetabled inspections and compliance audits.</li> <li>Providing accurate and relevant information as required by the business.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Bachelor's degree in pharmaceutical sciences, chemistry, biochemistry or related discipline</li> <li>Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS</li> <li>At least seven (7) years' experience in a regulated pharmaceutical environment working on Quality Management System and internal/external/client audits and inspection</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Excellent oral communication, reporting and presentation skills</li> <li>Able to identify problematic situations, to communicate appropriately, to initiate problem solving process and to propose remedial actions.</li> <li>Organization, time management, prioritizing and the ability to handle a complex, varied workload</li> <li>People and performance management</li> <li>Excellent competence in both spoken and written Arabic and English</li> </ul>

## HQ-QAS-04 Quality Assurance Officer

<b>JOB TITLE</b>	<b>Quality Assurance Officer</b>
<b>REPORTS TO</b>	<b>Quality Standards Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>• Ensure that drugs and equipment supplied meet the quality and standards of NMSF and industry requirements.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Conducting inspections of drugs and equipment to ensure they meet the required specifications.</li> <li>• Profiling deviations identified during inspections and forwarding the information to the Quality Standards Manager.</li> <li>• Receive, investigate and respond to customer queries and complaints relating to product quality.</li> <li>• Following up on identified deviations and seeking replacement of the identified units from the suppliers.</li> <li>• Implementing recall procedures for any products with deviations that have already been dispatched.</li> <li>• Liaising with customers and regulatory authorities regarding quality matters, including hosting inspections and responding to observations.</li> <li>• Monitoring stock transfers for compliance with labelled storage conditions.</li> <li>• Providing support to realize the introduction of new products/processes.</li> <li>• Preparation, execution and follow up of internal audits to provide deep insight in the quality status of to ensure compliance with relevant regulations;</li> <li>• Support the preparation and execution of inspections and customer audits.</li> <li>• Support continuous improvements and prepare quality assurance reports.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>• A Bachelor’s degree in pharmaceutical sciences, chemistry, biochemistry or related discipline</li> <li>• At least three (3) years of experience in Quality, Pharmaceutical or related field.</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>• Knowledge of qualifications/ validations, manufacturing, packaging and/or testing, quality management systems other relevant guidelines</li> <li>• Strong analytical, negotiation, organization and planning skills</li> <li>• Excellent competence in both spoken and written Arabic with working knowledge of English</li> </ul>

## HQ-QAS-05 Receipt & Inspection Manager

<b>JOB TITLE</b>	<b>Receipt &amp; Inspection Manager</b>
<b>REPORTS TO</b>	<b>Quality Assurance Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Inspection Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for inspection of received goods to ensure compliance to design specification and contractual requirements.

### KEY RESPONSIBILITIES

- Develop and implement quality control and inspection procedures for receipt and control of incoming materials, in-process materials and final product acceptance activities.
- Establish quality assurance and quality control inspection and testing procedures.
- Coordinate the receipt and inspection of goods ordered by NMSF.
- Ensure that whatever merchandise are received meet order specifications including quality, packaging, quantities etc.
- Coordinate with government agencies on clearance and inspection of products received.
- Ensure received goods are in line with the importation orders both in quantity and quality.
- Identify and record any non-conformances to specification requirements.
- To produce and maintain accurate inspection records.
- Provides reports on a regular basis, and as directed or requested, to keep the senior management informed of the operation and progress of compliance efforts.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in pharmaceutical sciences, chemistry, biochemistry or related discipline.
- Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS
- At least seven (7) years of experience in Quality Assurance, Pharmaceuticals or related field

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Knowledge of the supply chain and pharmaceutical industry
- Strong analytical, organization and planning skills
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management.
- Excellent competence in both spoken and written Arabic and English



## HQ-QAS-06 Inspection Officer

<b>JOB TITLE</b>	<b>Inspection Officer</b>
<b>REPORTS TO</b>	<b>Receipt &amp; Inspection Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

<p><b>JOB PURPOSE</b></p> <ul style="list-style-type: none"> <li>Support the Receipt and Inspection Manager in ensuring the goods procured by NMSF are meeting the standard codes in the manufacturing processes government regulations and customer orders.</li> </ul>
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Implement established quality assurance and quality control inspection and testing procedures.</li> <li>Conduct physical verification of goods procured against orders made, quality standards and government regulations.</li> <li>Identify and record any non-conformances to specification requirements.</li> <li>Update the standard inspection checklists.</li> <li>Provide reports on a regular basis, and as directed or requested, to keep the senior management informed of the operation and progress of compliance efforts.</li> </ul>
<p><b>QUALIFICATIONS AND EXPERIENCE REQUIRED</b></p> <ul style="list-style-type: none"> <li>A Bachelor's degree in pharmaceutical sciences, chemistry, biochemistry or related discipline.</li> <li>Professional membership of a supply chain management organization such as SAPICS, CILT, APICS or CIPS</li> <li>At least three (3) years of relevant experience in Quality Control within the health sector or Pharmaceutical industry</li> </ul>
<p><b>SKILLS AND KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>Knowledge of ERP Systems</li> <li>Strong analytical, organization and planning skills.</li> <li>People and performance management</li> <li>Excellent competence in both spoken and written Arabic with working knowledge of English</li> </ul>

## HQ-QAS-07 Customer Service Manager

<b>JOB TITLE</b>	<b>Customer Service Manager</b>
<b>REPORTS TO</b>	<b>Quality Assurance Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Customer Service Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- Responsible for overseeing the customer service department and ensuring delivery of quality of customer services.

### KEY RESPONSIBILITIES

- Follow up on customer problems and find solutions in conjunction with other business functions.
- Develop and implement customer service strategies to enhance organization performance and service delivery.
- Respond to feedback on customer on product requirements/performances and service levels;
- Ensure service teams are properly trained in policies and procedures, customer service techniques and product knowledge.
- Relay relevant quality related information to Quality Assurance Manager.
- Keep update on monthly receipts, usage and stock holding for national health facilities
- Analyze and evaluate results on a monthly and quarterly basis, and take the necessary corrective action to achieve desired customer satisfaction levels.
- Provide the relevant accurate input into the customer requirements forecasting process to ensure optimal inventory availability always including at customer facilities.
- To establish and maintain good relationships with entire customer base.
- Suggest product innovations as per customer requests and involve relevant sections of NMSF.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in business administration, pharmaceutical sciences or related discipline
- Professional qualification in and Marketing or Supply Chain Management
- At least seven (7) years of experience in customer care or generic management within the supply chain sector

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Ability to communicate effectively both orally and verbally with external parties and senior managers
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-QAS-08 Customer Care Officer

<b>JOB TITLE</b>	<b>Customer Service Officer</b>
<b>REPORTS TO</b>	<b>Customer Service Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	

### JOB PURPOSE

- Supporting the customer service department and ensuring delivery of quality of customer services.

### KEY RESPONSIBILITIES

- Implement customer service strategies by taking and responding to call and queries from customers.
- Profile customer feedback and channel to various relevant departments for action.
- Share timely feedback to customer queries.
- Update the Frequently Asked Questions (FAQs) database and can promptly share respond to such questions.
- Follow up on feedback from the states and private customers on service delivery.
- Analyze customer feedback, and update the requirements from customers for onward sharing with relevant departments.
- To establish and maintain good relationships with entire customer base.
- Suggest product innovations as per customer requests and involve relevant sections of NMSF.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in business administration, pharmaceutical sciences or related discipline.
- At least three (3) years of experience in customer care ideally within the supply chain sector

### SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Ability to communicate effectively both orally and verbally with external parties and senior managers
- Strong analytical, organization and planning skills
- Excellent competence in both spoken and written Arabic and working knowledge of English

## 7 PROCUREMENT DIRECTORATE

### HQ-PRO-02 Purchasing Manager (Medicine)

<b>JOB TITLE</b>	<b>Purchasing Manager (Medicine)</b>
<b>REPORTS TO</b>	<b>Purchasing Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Purchasing Officer (Medicine)</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

#### **JOB PURPOSE**

- The Purchasing Manager will oversee the end to end supply chain process for drug procurement encompassing safety, sourcing, product selection and contract management for Medicines.

#### **KEY RESPONSIBILITIES**

- Develop and implement Medicines purchasing policy and strategy, co-ordinate purchasing practices and maximize savings.
- Manage end to end supply chain process for drug procurement.
- Serve as subject matter expert for drug procurement related to pharmaceutical regulatory, NMSF and donors' requirements.
- Support the development of processes to ensure compliance related to key supply chain requirements such as quality control, cold chain storage and distribution.
- Provide technical advice and guidance about importation process, sourcing information and review large pharmaceuticals orders to minimize inappropriate procurement.
- Lead the contract negotiation process and ensure appropriate cost management.
- Manages RFP process, templates, procurement strategy and lead strategic relationship management to continually identify process improvements and cost reduction opportunities.
- Lead supplier selection and pre-qualification
- Support the forecasting of demand and track inventory levels.
- Support quality control and pharmacovigilance activities, when deemed necessary or as an element of routine supplier management.
- Establish and test a robust medicine and device recall cascade and reporting mechanism in case of safety concerns.
- Mentoring and developing direct reports in reaching NMSF goals.

#### **QUALIFICATIONS AND EXPERIENCE REQUIRED**

- A Bachelor's degree in Business Administration, Pharmacy or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least seven (7) years' experience in procurement with pharmaceuticals related quality systems

#### **SKILLS AND KNOWLEDGE REQUIRED**

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP system
- Working knowledge of public procurement regulations
- Strong analytical, Organization, time management and planning skills
- Able to forecast and prepare budgets
- Strong negotiation and communication skills
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-PRO-03 Purchasing Officer (Medicine)

<b>JOB TITLE</b>	<b>Purchasing Officer (Medicine)</b>
<b>REPORTS TO</b>	<b>Purchasing Manager (Medicine)</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- The Purchasing Officer will support the Purchasing Manager in overseeing the end to end supply chain process for drug procurement encompassing safety, sourcing, product selection and contract management for Medicines.

### KEY RESPONSIBILITIES

- Review consumption, quantification and drug selection in order to verify terms and conditions required
- Determine quantity requirements and prepare product specification.
- Review stock management system to determine re-order requirements, identify the most suitable supplier from the pre-qualified suppliers, invite tenders and make selection and if needed request samples.
- Finalize budget requirement and reconcile needs against funding and ensure the processing of payments. Verify bills against orders before forwarding for authorization and for payment by Finance department.
- Monitor order status and supplier performance, following up to ensure timely delivery.
- Monitor unfilled orders and if necessary consult with the appropriate departments for alternative specifications or to guide on alternative suppliers.
- Ensure quality products are sourced and supplied at the best prices.
- Collect and collate information/statistics in preparation for negotiations and renewal thereof of contracts.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Business Administration, Pharmacy or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least three (3) years' experience in procurement with the health sector
- Experience with pharmaceuticals related quality systems

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of public procurement regulations
- Strong analytical and planning skills
- Able to forecast and prepare budgets
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Strong negotiation and communication skills
- Excellent competence in both spoken and written Arabic with working knowledge of English

## HQ-PRO-04 Purchasing Manager (Equipment, Devices and Consumables)

<b>JOB TITLE</b>	<b>Purchasing Manager (Equipment, Devices and Consumables)</b>
<b>REPORTS TO</b>	<b>Purchasing Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>Purchasing Officer (Equipment, Devices and Consumables)</b>
<b>MANAGEMENT LEVEL</b>	<b>SECTION HEAD</b>

### JOB PURPOSE

- The Purchasing Manager will oversee the end to end supply chain process for drug procurement encompassing safety, sourcing, product selection and contract management for Medical Equipment, Devices and Consumables.

### KEY RESPONSIBILITIES

- Develop and implement medical equipment procurement purchasing policy and strategy, co-ordinate purchasing practices and maximize savings.
- Manage end to end supply chain process for medical equipment, devices and consumables procurement.
- Serve as subject matter expert for procurement of medical equipment related to pharmaceutical regulatory, NMSF and donors' requirements.
- Support the development of processes to ensure compliance related to key supply chain requirements such as bio medical standards.
- Provide technical advice and guidance about importation process, sourcing information and review large orders to minimize inappropriate procurement.
- Lead the contract negotiation process and ensure appropriate cost management.
- Manages RFP process, templates, procurement strategy and lead strategic relationship management to continually identify process improvements and cost reduction opportunities.
- Lead supplier selection and pre-qualification
- Support the forecasting of demand and track inventory levels.
- Support quality control and pharmacovigilance activities, when deemed necessary or as an element of routine supplier management.
- Establish and test medical equipment and device recall cascade and reporting mechanism in case of safety concerns.
- Mentoring and developing direct reports in reaching NMSF goals.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Business Administration, Pharmacy or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least seven (7) years' experience in procurement with a specialism in biomedical supply chain systems

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of public procurement regulations
- Strong analytical, Organization, time management and planning skills
- Able to forecast and prepare budgets
- Strong negotiation and communication skills
- People and performance management.
- Excellent competence in both spoken and written Arabic and English

## HQ-PRO-05 Purchasing Officer (Equipment, Devices and Consumables)

<b>JOB TITLE</b>	<b>Purchasing Officer (Equipment, Devices and Consumables)</b>
<b>REPORTS TO</b>	<b>Purchasing Manager - Equipment</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- The Purchasing Officer will support the Purchasing Manager in overseeing the end to end supply chain process for drug procurement encompassing safety, sourcing, product selection and contract management for Equipment, Devices and Consumables.

### KEY RESPONSIBILITIES

- Review bio medical and equipment, consumables and devices requests and specification in order to verify terms and conditions required.
- Determine quantity requirements and prepare product specification.
- Review stock management system to determine re-order requirements, identify the most suitable supplier from the pre-qualified suppliers, invite tenders and make selection and if needed request samples.
- Finalize budget requirement and reconcile needs against funding and ensure the processing of payments. Verify bills against orders before forwarding for authorization and for payment by Finance department.
- Monitor order status and supplier performance, following up to ensure timely delivery.
- Monitor unfilled orders and if necessary consult with the appropriate departments for alternative specifications or to guide on alternative suppliers.
- Ensure quality products are sourced and supplied at the best prices.
- Collect and collate information/statistics in preparation for negotiations and renewal thereof of contracts.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Business Administration, Pharmacy or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least three (3) years' experience in medical logistics and biomedical supply chain systems

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of public procurement regulations
- Strong analytical and planning skills
- Able to forecast and prepare budgets
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- Strong negotiation and communication skills
- Excellent competence in both spoken and written Arabic with working knowledge of English.

## HQ-PRO-06 Clearance Manager

<b>JOB TITLE</b>	<b>Clearance Manager</b>
<b>REPORTS TO</b>	<b>Director Procurement &amp; Contracting</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Responsible for the management of clearance processes for NMSF goods received either by air, sea or locally. Tracks all deliveries received until placement in NMSF warehouses.

### KEY RESPONSIBILITIES

#### Clearance

- Implement internal controls, policies and procedures to ensure integrity of customs transactions and ensure compliance with internal and statutory procedures.
- Clearance of NMSF goods from the airport and seaport, follow up of goods after clearing them until received in the stock.
- Management of inbound and domestic clearing processes (day-to-day), including urgent and irregular shipments.
- Review import entry and tax calculation as well as detailed declaration.
- Update customs and other relevant regulations regularly to ensure smooth operations with minimal impact/penalties.
- Manage and maintain good relationship with all concerned government units
- Maintain and update all customs information in the ERP system

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business Administration, Pharmacy or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least eight (8) years working experience in procurement and clearance processes
- Clearance planning experience and exposure with clearance documentation processes for NMSF commodities.

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of clearance regulations
- Strong analytical and planning skills
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English



## HQ-PRO-07 Monitoring Manager

<b>JOB TITLE</b>	<b>Monitoring Manager</b>
<b>REPORTS TO</b>	<b>Director Procurement &amp; Contracting</b>
<b>POSITIONS SUPERVISED</b>	<b>Monitoring Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- Supports the Clearance and Monitoring Manager in the review of procurement and contracting processes and takes corrective action ensure efficiencies.

### KEY RESPONSIBILITIES

- Provide corrective actions to ensure the improvement in the procurement and contracting processes.
- Develop quarterly reports on procurement and contracting activities for NMSF higher management.
- Develop strategic and operational plans for the function and Initiate and improve customs and clearance processes for efficiency and cost effectiveness within NMSF.
- Liaise with the National Medicines and Poison Board and facilitate the process of registering medicines.
- Tracks expiry dates for medicines and advising management on the disposal mechanisms.
- Follow up with suppliers on rejected items and compensation.
- Review the ERP system and identifies problems with the function and take corrective action.
- Monitors the availability of medicines and consumables.
- Prepare availability quarterly reports.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business Administration, Pharmacy or related field
- At least eight (8) years working experience in Monitoring and Evaluation
- Experience in monitoring and evaluation and auditing procedures

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of clearance regulations
- Strong analytical and planning skills
- Organization, time management, prioritizing and the ability to handle a complex, varied workload
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-PRO-10 Contracts Manager

<b>JOB TITLE</b>	<b>Contracts Manager</b>
<b>REPORTS TO</b>	<b>Director of Procurement and Contracting</b>
<b>POSITIONS SUPERVISED</b>	<b>Contracts Officer</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- The Contracts Manager is responsible for supporting the contracting activities ensuring effective and efficient contracting, including adherence to the organization's policies and procedures. This position also ensures that all the contracts comply with relevant local laws and recognized procurement practices and offer value for money.

### KEY RESPONSIBILITIES

- Negotiating, drafting agreements in line with acceptable commercial and legal risks to NMSF.
- Compliance to organizational contracting policy, procedures, standards and strategies as well as applicable rules and laws in order to ensure process transparency, fairness, impartiality, and confidentiality.
- Review contracts including amendments related to procurement, evaluations, partner organizations, capacity building/training, finance and administrative support services contracts.
- Exercising due diligence while ensuring complete documentation.
- Supports the tendering, bidding, and negotiation process while adhering to applicable legal standards and codes of ethical conduct.
- Plans, organizes, directs, manages, and evaluates the contracting activities within the organization.
- Provides support when negotiating with suppliers and engages in all aspects of contracting.
- Consults with management and staff coordinating activities including management of any dispute related to contracting.
- Analyzes contracting related information and evaluates the results to choose the best resolution and alternatives to supply challenges.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business Administration, Commerce, Law or related field.
- At least eight (8) years of experience in contract management and procurement.
- Possession of a professional procurement qualification, such as C.I.P.S
- Experience with pharmaceutical and equipment contracting.

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of public procurement regulations
- Strong analytical and planning skills
- People and performance management
- Excellent competence in both spoken and written Arabic and English

## HQ-PRO-11 Contracts Officer

<b>JOB TITLE</b>	<b>Contracts Officer</b>
<b>REPORTS TO</b>	<b>Contracts Manager</b>
<b>POSITIONS SUPERVISED</b>	<b>None</b>

### JOB PURPOSE

- The Contracts Officer supports the contracting activities ensuring effective and efficient contracting, including adherence to the organization's policies and procedures. This position also ensures that all the contracts comply with relevant local laws and recognized procurement practices and offer value for money.

### KEY RESPONSIBILITIES

- Analysing and interpreting complex contract terms and conditions, advising on their impact and associated risk and liability to staff at all levels.
- Preparing and keeping under review standard contracts and associated legal documents for all aspects research and enterprise activity, including commercialisation.
- Consults with management and staff coordinating activities including management of any dispute related to contracting.
- Maintaining awareness of relevant legislation, government initiatives and industry interactions commensurate with the responsibilities of the job.
- Provides support when negotiating with suppliers and engages in all aspects of contracting as delegated from time to time.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Bachelor's degree in Business Administration, Commerce, Law, Procurement or related field.
- Possession of a professional procurement qualification, such as C.I.P.S
- At least three (3) years of experience in contract management and procurement.
- Experience with pharmaceutical and equipment contracting.

### SKILLS AND KNOWLEDGE REQUIRED

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of public procurement regulations
- Strong analytical and planning skills
- Excellent competence in both spoken and written Arabic with working knowledge of English

## HQ-PRO-12 Purchasing Manager

<b>JOB TITLE</b>	<b>Purchasing Manager</b>
<b>REPORTS TO</b>	<b>Director Procurement &amp; Contracting</b>
<b>POSITIONS SUPERVISED</b>	<b>Purchasing Manager (Equipment, Devices and Consumables) and Purchasing Manager Medicines</b>
<b>MANAGEMENT LEVEL</b>	<b>HEAD OF DEPARTMENT</b>

### JOB PURPOSE

- The Purchasing Manager will oversee the end to end supply chain process for drug procurement encompassing safety, sourcing, product selection and contract management for Medicines and Equipment, Devices and Consumables. Perform strategic procurement activities across multiple categories.

### KEY RESPONSIBILITIES

- Develop and manage the organizations purchasing policies, procedures, standards, and strategies in order to ensure integration with the supply chain process.
- Identify, qualify, and select vendors of materials, equipment, products, or services, and conduct overall supplier management.
- Negotiate major purchases, develop blanket or master agreements with suppliers, and engage in all aspects of contract management.
- Track lead times on all approved orders and advise the distribution department of the availability of commodities.
- Support in the development of processes to ensure compliance related to key supply chain requirements such as quality control, cold chain storage and distribution.
- Provide technical advice and guidance about importation process, sourcing information and review large orders placed for pharmaceuticals and Medical Equipment to minimize inappropriate procurement
- Demonstrate expertise in contract negotiations and cost management, manage RFP process, templates and strategy.
- Lead strategic supplier relationship management to continually identify process improvements and cost reduction opportunities.
- Maintain relationships with various business functions across the organization and monitor levels of demand and track inventory levels.
- Conduct quality control and contract audits when deemed necessary or as an element of routine supplier management.
- Conduct/organize regular and ad hoc inspections of NMSF suppliers and their manufacturers, to safeguard the quality of supplies delivered to NMSF beneficiaries.
- Mentoring and developing direct reports, and supporting procurement teams in reaching NMSF goals.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- A Master's degree in Business Administration, Pharmacy or related field
- Possession of a professional procurement qualification, such as C.I.P.S
- At least eight (8) years' experience in the health or pharmaceutical sector

**SKILLS AND KNOWLEDGE REQUIRED**

- Advanced knowledge of Microsoft Office suite (Word, PowerPoint, Excel)
- Knowledge of ERP Systems
- Working knowledge of public procurement regulations
- Strong analytical, organization, time management, and planning skills
- Strong negotiation and communication skills
- Able to forecast and prepare budgets
- People and performance management
- Excellent competence in both spoken and written Arabic and English