

Concern Worldwide

Base Manager

Closing date 16 Sep 2025

Job title: Base Manager - Masisi - DRC

Reports to: North Kivu Area Coordinator with technical support from Director of Operations

Terms: Unaccompanied, Fixed-term full-time contract, 12 months

Location: Masisi, North Kivu, DRC

Salary: OS3: €41,108 – €45,676

Requirements: Based full-time in Masisi, North Kivu

About Concern:

Founded in 1968, Concern is a non-profit, non-governmental humanitarian organization dedicated to reducing suffering and ending extreme poverty in the world's poorest countries.

Concern's vision, mission and work are all defined by a single goal: to end extreme poverty, whatever the cost. Concern aspires to a world free from poverty, fear and oppression.

Our culture is values-driven, and we believe that our people are at the heart of everything we do and are essential to achieving our goal of "Reaching the most vulnerable first". We are committed to ensuring a workplace where everyone feels valued and has the opportunity to succeed in their work and contribute to the achievement of our mission.

About the role:

The Base Manager will report to the North Kivu Area Coordinator, and you will be responsible for the Logistic Officer, Finance Officer and HR Officer in Masisi. You will work in close collaboration with the heads of the various programs, Logistics, Human Resources and Administration and Finance officers in the zone.

Job objective: Provide day-to-day support to program implementation by ensuring that systems (logistics, administration, HR and finance) operate according to program needs and in line with Concern's policies, procedures and standards. The Base Manager will be responsible for overall security management for Concern's field operations in Masisi territory.

Various tasks include:

Supervision of the Logistics, Finance and Administration departments for the Goma base.

- Ensure compliance with Concern's systems and procedures for the Logistics, Administration - Human Resources and Finance departments, with the support of the Area Coordinator and the Operations Manager.
- Manage the Logistics Department (purchasing, transport, storage, asset management) in Goma, ensuring that all tasks are carried out in a timely manner and in accordance with Concern and donor procedures.
- Collaborate with the Operations Manager in the development of Concept Notes for the establishment of framework contracts.
- Fleet management; supervision and management of program transportation, including planning vehicle movements and scheduling vehicle maintenance and repairs, while ensuring compliance of each vehicle with Congolese legislation.
- Manage Concern's assets in Masisi, ensuring that all assets are recorded, tracked, marked and controlled using a comprehensive inventory and asset register, which is updated regularly.
- Oversee the efficient management of Concern's warehouses and stores in Masisi by carrying out regular spot checks and ensuring that they are operating in accordance with Concern's procedures.
- Oversee the maintenance and operation of Concern's Masisi premises (office, residence and stores) ensuring that adequate supplies, staff and support systems are in place. Particular attention is paid to the management and maintenance of generators and fuel consumption.
- Support the Finance Officer in his financial duties, ensuring that cash counts and financial controls are carried out regularly.
- Support the HR Officer in his administrative duties, ensuring that Concern regulations and legal requirements under Congolese law are respected.

Human resources management

- Oversee the management of logistics, finance, administration and human resources personnel.
- Recruit (if necessary) and train relevant staff on Concern's systems and policies and ensure that standards of transparency and accountability are in line with Concern's policy and donor requirements.
- Ensure that base Staff Performance Reviews (SPRs) are carried out in a timely and appropriate manner.
- Maintain staff roster and provide regular staffing reports to Area Coordinator and HR Department, advising on staffing requirements.

Communications and IT systems support

- In liaison with and with the support of the National/Zone IT Manager, ensure that staff IT and communications needs are regularly reviewed, budgeted for and met, while ensuring that relevant operating protocols are adhered to.
- Ensure that all HF, VHF and other communications equipment is operational, used in accordance with communications policies, and that staff receive the necessary training on usage protocols.
- In collaboration with the National/Zonal IT Manager and program management staff, ensure the training of all relevant program staff in the use and maintenance of communication and IT equipment.

Security and Representation

- As a member of the SFG in Masisi, in close liaison with the Coordination and Project Managers (PM), ensure the daily application of Concern DRC's security management plans (SMP) and standard operating procedures (SOP) in collaboration with the SFG (Security Focal Group).
- Ensure that all staff and visitors are informed of the SMPs and SOPs and are fully aware of their duties and responsibilities with regard to safety.
- Represent Concern with local authorities and/or at INSO security meetings and other members of the humanitarian community in Masisi.
- As lead / OCHA, organize coordination meetings of humanitarian actors in Masisi.
- Undertake the analysis of security incidents and trends in the intervention zone and surrounding areas, ensuring that the Coordination is regularly informed of the security situation in and advising, where necessary, on the adaptation of work and movement plans.
- Ensure that safety-related information is up to date, relevant and communicated in a timely manner with the Area Coordinator.
- Liaise with other INGOs and external stakeholders and establish a contact list to monitor security developments and provide regular feedback to management.
- Ensure that lists of outsourced staff are regularly updated and shared with the Area Coordinator.

Specific CRM (Complaints Response Mechanism) Responsibilities:

- Facilitate and coordinate the logistics of CRM management in Masisi and assist in the annual training of staff on Concern's P4 Code of Conduct and Responsibilities commitments and initiatives.
- Assist PMs in providing information to the Area Coordinator and Program Director (PD) for the annual progress report and ensure that the accountability implementation plan is achieved.

QUALIFICATIONS & SKILLS REQUIRED

- Master's degree or diploma in Financial Management/Administration/Logistics/Development or relevant field
- At least three (3) years' experience in logistics systems; experience in logistics, purchasing, transport and fleet management; experience in warehouse management; experience in human resources management.
- At least two (2) years' experience in administrative and financial management,
- Proven ability to write reports
- Excellent communication skills in French and English
- Strong communication, problem-solving and analytical skills. Ability to prioritize and manage a heavy and varied workload.
- Proven analytical, planning and time management skills.
- Good team spirit, flexible and able to work with a multinational team
- Political and cultural awareness
- Excellent computer skills, including Microsoft Word, PowerPoint and Excel
- Flexible, able to work under particularly difficult conditions and pressure.
- Flexibility on working hours and days, and willingness to travel on business throughout DR Congo.

Other Tasks :

- Contribute to the in-country support budgeting process, including logistics, transport, stores, administration, communications, security and human resources, and directly manage the Masisi transport and administration budget.
- Ensure that records, transport and administration reports are compiled and produced regularly according to procedures.
- Implement audit report recommendations.
- Train staff on HR, Logistics and administrative procedures.

How to apply

To apply: Please make sure you include your Cover Letter and CV. All applications should be submitted through our website at <https://jobs.concern.net> by the closing date.

Due to the urgency of this position, applications will be shortlisted on a regular basis and we may offer posts before the closing date.

The closing date is subject to change, due to role demands/requirements.

If you have any concerns about our recruitment process and need particular assistance - for example if you have a visual impairment or are neurodivergent - please let us know and we will do our best to accommodate you.