MRC-AD/MIS/2026/244

Vacancy Announcement

Job title:	Operations Officer, Central Regional Office
Unit/dept/delegation:	Central Regional Office
Reports to:	Regional Manager - Central
Key Responsibility:	Ensure the effective and efficient delivery of MRC operations in the Central Regional Office and support the MRC Headquarters and Units in the region to implement Programmes and Serivces of MRC as required.

Background

The Maldivian Red Crescent (MRC) is an independent, voluntary, humanitarian organization, established under the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict. MRC aims to be the nation's leading humanitarian organization, with Units spanned all over Maldives. It recruits members and volunteers, implements Programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement.

Purpose

The primary responsibility of the Operations Officer is to ensure the effective and efficient delivery of MRC operations in the Central Regional Office. The Officer works alongside staff, volunteers, members, and with partner organizations, to provide the operational support and coordination necessary to deliver Programmes and Services across the Central Region and its Units, in coordination with MRC Headquarters and in alignment with MRC's Strategic Plan 2019 – 2030.

Key tasks and responsibilities

- Supporting the Operations of Programmes and Services of Central Regional Office and established Units of the region.
    a. Coordinate the day-to-day delivery of MRC operational and community services within the Central Region, including Patient Transport, Dignified Transport of the Deceased, First Aid Services, and other assigned services.
    b. Coordinate operational requirements, including scheduling, volunteers, logistics and other resources, to support effective and timely delivery of activities and services.
    c. Maintain and consolidate relevant operational records, activity data and reports to support monitoring, reporting and continuous improvement.
    d. Coordinate with relevant teams and Units, identify operational challenges, and support timely solutions to ensure effective and continuous delivery of Programmes and services.
- Coordination and Management of Operational Services
    a. Coordinate the day-to-day delivery of MRC operational and community services within the Central Regional Office, including Patient Transport, Dignified Transport of the Deceased, First Aid Services, emergency response and other assigned services.
    b. Coordinate service requests, scheduling, staff and volunteer deployment, vehicles, equipment and other resources required for timely and reliable service delivery.
    c. Ensure accurate and timely recording of service requests, services delivered, cancellations or requests that could not be accommodated, beneficiaries reached, volunteer participation and other relevant operational data.

d. Ensure services are delivered in accordance with approved Standard Operating Procedures (SOPs), MRC policies, safety requirements and established service standards.
e. Monitor the quality, efficiency, demand and utilization of services and identify operational gaps, risks and opportunities for service improvement and expansion.
f. Coordinate staff and volunteer duty rosters for operational services and ensure appropriate personnel and resources are available for scheduled activities and services.
g. Maintain appropriate operational records and contribute to monthly, quarterly and annual reporting on service delivery, performance and income, where applicable.
h. Support the Regional Manager in strengthening the sustainability, quality and accessibility of MRC services within the Central Region.

- Management of Volunteers and Members
    a. Support the recruitment of volunteers and members across MRC Units within the purview of the Central Regional Office, working with Unit Boards and Programme teams to ensure continuous engagement of skilled and committed individuals.
    b. Facilitate a positive and collaborative work environment through regular communication, appreciation initiatives, and engagement activities that recognize and value the contributions of volunteers.
    c. Support the timely resolution of issues and grievances raised by volunteers, working with relevant Unit Boards to ensure fair and transparent processes that strengthen trust and relationships.
    d. Maintain accurate and up-to-date volunteer and member data across the Central Regional Office and Units, including contact information, skills, areas of interest, and service records, to enable effective coordination and communication.
    e. Support the implementation of safety and protection measures for volunteers and members while they provide services to MRC, ensuring compliance with organizational policies and duty of care standards.
    f. Work with Units to establish and maintain transparent feedback mechanisms at Unit level that enable volunteers and members to share concerns, suggestions and feedback, with clear channels for response and action to minimize grievances and complaints.
- Asset, Fleet and Logistics Management
    a. Coordinate the effective use, maintenance and readiness of vehicles, operational equipment and other assets assigned to the Central Regional Office.
    b. Ensure vehicles are operated in accordance with MRC vehicle policies, SOPs and applicable national regulations, including maintenance schedules, logbooks, licensing, insurance and other required documentation.
    c. Ensure operational equipment, First Aid supplies, Patient Transport equipment and other service-related resources are appropriately maintained, recorded, replenished and ready for deployment.
    d. Monitor vehicle and equipment utilization, maintenance requirements and operational costs, and report identified risks or resource requirements to the Regional Manager.
    e. Coordinate logistical arrangements required for programmes, services, events, emergency response and other operational activities.
    f. Where operationally required and appropriately licensed, MRC vehicles operate in support of authorized MRC activities and services.

- Supporting the Regional Manager in the Operational Management of Central Regional Office and established Units of the region.
  a. Support the development and implementation of operational plans, budgets, revenue projections, projects and guiding documents to ensure sustainable and effective delivery of MRC Programmes and services.
  b. Support budget monitoring and forecasting, track operational and project progress, and prepare required periodic reports in accordance with MRC standards and procedures.
  c. Monitor the effectiveness of Programmes, services and operations, identifying gaps, opportunities and improvements to strengthen performance and sustainability.
  d. Support the establishment and development of MRC Units within the Central Region, including identifying potential areas, supporting formation processes, and strengthening Unit capacity for effective Programme and service delivery.
  e. Provide operational, administrative, logistical and capacity-building support to Units and governance structures within the purview of the Central Regional Office, as required.
- Actively contribute to and take part in MRC activities when required and within his/her area of specific technical expertise.
  a. Participate in meetings, workshops and represent MRC in regional/ global networks as relevant and engage in developing networks, learning, and sharing best practices.
  b. Support and engage in research, case studies, and knowledge development initiatives within MRC.
  c. Support towards emergency management and coordination: whenever need be, support the core team in emergency response planning and execution.

Duties applicable to all staff

- Actively work towards the achievement of the MRC's goals and objectives.
- Abide by and work in accordance with the Red Cross and Red Crescent 7 Fundamental Principles.

Perform any other work-related duties and responsibilities that may be assigned by the line manager

Qualifications, Skills and Competencies

Academic Qualification

Complete IGCSE/SSC Ordinary Level, with at least one year of relevant work or volunteer experience. Priority will be given for candidates with B2 License

Experience

- Experience in operational management, development and implementation of community-based Programmes
- Demonstrated experience in working in a dynamic working environment leading team.
- Experience in volunteer work, management including recruitment, engagement and retention.
- Experience in financial management, including budget planning, monitoring, and reporting.
- Experience in facilitating training, workshops, or capacity building activities.
- Prior experience with Maldivian Red Crescent, or Red Cross Red Crescent Movement preferred.

Skills and Knowledge:

- Valid B1 or B2 driving license will be an added advantage
- Leadership and people management skills.
- Demonstrated programme and project management skills, including planning, monitoring, evaluation and reporting.
- Financial literacy skills, including budget development, tracking and reporting.
- Excellent written and verbal communication skills in both Dhivehi and English.

- Strong organisational and time management skills, with the ability to prioritize and work under pressure.
- Proficient in the use of standard office software and digital tools for data management and reporting.
- Ability to build rapport with people of diverse backgrounds, ages, and roles.
- High standard of personal conduct, integrity, and accountability.

Contract and Salary

- Contract Type: Temporary (duration of 2.5 months period)
- Monthly Salary: 9,500-12,100 (Depending on Qualification and Experience)

Application

All interested applicants are invited to submit their application through MRC's online application form on the website along with the following documentation before 08th November 2026, 14:00 hrs. Applications must contain:

- Expression of Interest
- Curriculum Vitae & Copies of certificates
- Copy / photo of ID card

For queries regarding the vacancy, please contact us at vacancies@redcrescent.org.mv. Only short-listed candidates will be contacted for interviews.