

MZUZU INTERNATIONAL ACADEMY

Education for a Global Future

P. O. Box 20165, Luwingu, Mzuzu 2, Malawi

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VACANCY: OPERATIONS OFFICER

Location: Mzuzu, Malawi | Employment Type: Full-Time | Reports To: Head of Operations

Mzuzu International Academy is seeking to appoint a dynamic, organised and results-oriented Operations Officer to support the effective and efficient day-to-day operations of the Academy.

THE ROLE

The Operations Officer will support the Head of Operations in coordinating, monitoring and supervising key operational functions, including Transport, Kitchen and Maintenance. The successful candidate will play an important role in ensuring that operational services are delivered safely, efficiently and to the required standards, supporting teaching and learning, student welfare, staff welfare and the overall functioning of the Academy.

KEY RESPONSIBILITIES

The successful candidate will be responsible for:

- Supporting the Head of Operations in planning, coordinating and monitoring daily operational activities.
- Coordinating school transport schedules, routes, vehicle allocation and driver assignments.
- Monitoring vehicle availability, roadworthiness, servicing, repairs, fuel usage and related records.
- Coordinating and monitoring daily kitchen and food service operations, including food stocks, hygiene, sanitation, safety and wastage control.
- Coordinating routine, corrective and preventive maintenance of Academy facilities and infrastructure.
- Monitoring maintenance requests and following up on the timely completion and quality of maintenance work.
- Coordinating and supervising Transport, Kitchen and Maintenance staff, including monitoring attendance, performance and adherence to Academy procedures.
- Promoting health, safety, safeguarding and responsible use of Academy assets and resources.
- Supporting operational arrangements for school events, examinations, trips, sports activities and other Academy functions.
- Preparing operational reports, schedules, records, requisitions and other documentation.
- Identifying operational challenges, recommending practical solutions and escalating significant issues to the Head of Operations.

QUALIFICATIONS AND EXPERIENCE

Applicants should have:

- A Diploma or Bachelor's Degree in Operations Management, Business Administration, Logistics, Supply Chain Management, Facilities Management, Hospitality Management or a related field.
 - At least 3 years' relevant experience in operations, logistics, facilities, administration, hospitality, education or a similar environment.
 - Demonstrable experience coordinating or supervising support staff.
 - Good computer literacy, particularly in Microsoft Office.
 - Strong written and verbal communication skills.
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- Excellent organisational, coordination and problem-solving abilities.
- A valid driver's licence will be an added advantage.

KEY COMPETENCIES

The ideal candidate will demonstrate:

- Strong operational and organisational skills.
- Ability to coordinate multiple functions simultaneously.
- Good people-management and supervisory skills.
- High levels of accountability, integrity and attention to detail.
- Ability to work under pressure and respond effectively to operational challenges.
- Commitment to health, safety, safeguarding and quality service delivery.
- Ability to work collaboratively with academic, administrative and support teams.

HOW TO APPLY

Interested and suitably qualified candidates should submit their CV and a cover letter clearly indicating the position applied for.

Application Deadline: 21 August 2026

Applications should be submitted to:

The Human Resources Department

Mzuzu International Academy

recruitment@mzuzuacademy.org

Only shortlisted candidates will be contacted.

Mzuzu International Academy is an equal opportunity employer.

