



Job Title	Operations Manager
Location	Paulshof, Johannesburg
Industry	Academic
Salary	±R 31K – R 35K p/month (R 380K – R 420K p/annum)

Purpose

The Operations Manager is responsible for day-to-day operations and the management of services and processes that support the core business of the organisation. He/she is to ensure that the organisation has the most suitable working environment for its employees and activities; particularly in relation to co-ordination of functional equipment and premises.

The Operations Manager is to provide outstanding customer service, be an enthusiastic professional, and be able to build strong relationships with internal and external stakeholders. In addition, he/she will be required to propose new ideas to continually improve the planning and implementation process.

Responsible for

Client Experience Officers, Receptionist, Facilities and Transport Officer, External staff, Cleaning and Catering staff, IT staff, and Facility staff.

Main Duties and Responsibilities

To develop and enhance the operational delivery of the School in line with the direction of the Finance & Operations Director. In this regard, the post-holder will provide, support, and maintain the following:

- Oversee all planning and scheduling of key support functions, including:
 - Improve on internal operational control systems, processes and procedures and provide guidelines to staff.
 - In collaboration with the relevant stakeholders, oversee the delivery of client experience at the highest obtainable level.
 - Oversee compliance to agreed and scheduled critical management and governance requirements and time-lines.
 - Management of company operational calendar.



- Management of building.
- Manage compliance to statutory occupational health and safety requirements and reporting.
- Manage monthly meetings and relationships with outsourced service providers.
- Manage annual review of service providers.
- Review monthly operational financial reports (provided by Finance), actual versus budget variances.
- Convene and manage formal (agenda and minutes) monthly operational (OPCO) meetings.

Building Maintenance and Security

- Daily management and maintenance of building and facilities, such as cleanliness of building, finishes, furniture, fixtures, appliances, basement storeroom, generator, and wheelchair lift.
- Proactive building and office maintenance – schedule monthly/quarterly services e.g., generators; air cons, fire equipment, carpets, furniture etc.
- Management of electrical, air cons and plumbing faults, water cuts, blocked drains etc.
- Maintenance of signage and flags.
- Management and control of the security system and matters; including ADT callouts, alarms, access controls, staff access tags, student cards, security cameras and footage and external security staff.
- Management of parking.
- Facilities supervision: supervision of cleaning staff pertaining to general cleaning and room set-up.

Space Management

- Supervision of office refurbishment, renovations and office moves:
 - Ensure that the furniture inside of the building is arranged to maximise the best use of space.
 - Maintain office efficiency by planning and implementing office systems, layouts and equipment procurement.
 - Ensure that all equipment is in working order.
 - Ordering of furniture and equipment as needed by staff and students.



Utilities and Communications Infrastructure

- Ensure ITC systems, such as computers, telephones, photocopiers, printers, faxes and data projectors are in working order and all staffing, faculty and delegate requirements are met:
 - Setup of audio visual equipment for all events and programmes.
 - Inducting new staff members on it equipment (telephones, audio visual equipment etc.).
 - Maintenance fault reporting and management of ICT.
 - Management of the logging of support calls and managing service reports (telephones, computers, Wi-Fi, AV).
 - In collaboration with internal departments, oversee user access and system training.
- On an ongoing basis, evaluate current and enhanced organisational electronic requirements and access impact I.T. hardware and software infrastructure, make recommendations where necessary.

Health and Safety

- Ensure that the School meets the health and safety standards and legal requirements:
 - Maintain the first aid boxes.
 - Maintain fire certification and equipment.
 - Provide training to staff around evacuation procedures.
 - Ensure occupational health and safety representatives are appointed and trained and certificates are valid (first aid representatives, health & safety representatives, COID administrator, fire marshals, etc.).
 - Administer incident reporting, reporting of injuries or 'near misses', occupational ill-health and fire incidents.
 - Conduct annual H & S audit.

Procurement and Supplier Management

- Ordering of consumables and supplies.
 - Obtain three quotes and pricing with contractors and suppliers.
 - Negotiate the best deals with external contractors and suppliers for all assets, branded items, stationery, consumables, IT and AV requirements and upgrades, etc.
- Develop a database and keep track of all operational SLA's with outside providers, notify management of SLA's coming to an end.
- Monthly purchase requisitions:



- Initial check and confirmation of operational invoices against supplier contracts and/or approved budgets.
- Produce monthly operational PR's against actual work completed within the month, including provisions if invoices are still outstanding.

Stock and Asset Control

- Monthly stock count of crockery and cutlery and breakage management.
- Weekly stock take of consumables – monitoring of usage against number of delegates.
- Asset management of furniture and IT equipment.
- Management of branded stock.
- Maintain the CAPEX asset register.

General Administration

- Management of insurance matters.
- Oversee the arrangement and supervision of transfers for faculty members and deliveries and collections of documentation.
- Management of company vehicle, logbook, monthly usage and services.
- Management of the company credit card and monthly reconciliations.

Supervision Received

Reporting to the Finance and Operations Director, who provides direction, support, general advice and guidance.

Supervision Given

The post-holder will have direct line management, and will be responsible to ensure delivery for a varied team and will be expected to provide guidance and continuous development of this team.

Other Activities

The post-holder will undertake other appropriate activities and projects which may be allocated by the Finance and Operations Director from time to time. The successful applicant must be **flexible in routinely supporting evening and weekend programmes.**

Contacts

Staff, students, and sub-contractors across the South Africa.



Terms and Conditions

- Full time post.
- Working hours are 40 hours per week.
 - Due to the nature of the role, after hour work may also be required.
 - Overtime is not payable.
- This document outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Skills Required

- Ability to manage and direct a varied team.
- Excellent planning and organisational skills.
- Excellent interpersonal skills including tact and diplomacy.
- Ability to work effectively under pressure within tight deadlines.
- Excellent administrative skills, especially a good attention to detail.
- Ability to build and maintain positive working relationships.
- Good skills in MS Office.

Time Management

Managing one's own time and the time of others.

Decision Making

Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Administration of operational and financial matters

Working within budgets.

Instructing

Teaching others how to do something.



Management of Resources

Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

Service Orientation

Actively looking for ways to help people.

Quality Control Analysis

Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Formal Learning Required

Qualification Operations/Facilities Degree (preferable) and/or Diploma

Experience Required

- Operations, Facilities, and ITC.
- Facilities Management.
- Proven experience in managing buildings.
- Experience of working closely with senior managers, and key external stakeholders.

Knowledge

Good understanding of the operations/facilities role.

Disposition

- Confident, with a calming personality.
- An enthusiastic outlook.
- Strong customer focus.