

Job Title	Operations Manager	Job Grade	Grade 15 level 3
Location	East London Office	Travel Requirements	Intermittent
Reports to	Executive Director	Position Type	Permanent

MAIN PURPOSE OF THE POSITION

The Operations Manager is responsible for the effective functioning of the Support Services at Afesis. The position is responsible for the development and implementation of an operating strategy, the development of and reporting on the annual budget, the establishment of sound business operating processes and policies, risk assessment and management, and people management and empowerment. The position directly supports that of the Executive Director in supporting the Board of Directors and ensures effective secretariat support and sound reporting to the Board. The Operations Manager reports to the Executive Director and participates in the management structure at Afesis.

KEY ROLES AND RESPONSIBILITIES

- To provide strategic leadership to the Support Services Team at Afesis, ensuring that the support function runs smoothly.
- To effectively manage the implementation of the operating strategy including the fundraising strategy and related plans.
- To oversee the development of the annual budget and all related budget reporting to the Board of Directors.
- To oversee the development, implementation and review of operating policies, procedures and guidelines to guide operations and to ensure good governance and compliance
- To establish systems for finance management and mechanisms for strengthening the control environment.
- To oversee the processes of risk assessment, mitigation and reporting.
- To drive the provision of Human Capital Management practices and people empowerment, ensuring a culture of high performance, professionalism and integrity.
- To ensure the provision of effective secretariat services to the Board of Directors.
- Ensure compliance with statutory laws

SKILLS AND ATTRIBUTES

The incumbent must be able to:

- Plan and allocate resources, oversee procurement activities and ensure fiscal stability of the organisation.

- Engineer confidence in the organisation’s donors and key stakeholders in their understanding and articulation of the organisation’s vision, mission and strategies.
- Engage confidently with donors and other critical stakeholders when required to represent the organisation.
- Use efficient and cost-effective approaches to integrate technology into the workplace to improve operational efficacy.
- Create a positive work environment where all staff are motivated to do their best.
- Convey confidence in a group’s ability to prevail over challenges to reach its goals.
- Link the mission, vision, goals and strategies of Afesis to everyday work.
- See the potential in others and take opportunities to apply and develop that potential.
- Take calculated risks or a fresh approach to improve performance or to reach challenging goals.
- Set clear goals for the support services team in alignment with the organisation’s strategic goals.
- Ensure policies and procedures are in place, and are understood and implemented.
- Ensure that effective administrative systems are established and maintained.
- Ensure adequate technical support is provided to junior staff to support growth and development
- Ensure performance targets are set in alignment with the organisation’s overall performance standards and goals, and that staff performance is regularly assessed
- Establish an environment in which others feel enabled and supported to contribute to problem solving, strategic thinking and innovative solutions development
- Recognise situations that warrant initiative and move forward without hesitation; reasonably resolving challenges, troubleshooting and innovating.
- Take independent action to achieve positive results and to contribute to the organisation’s goals
- An ability to work under pressure and be able to pivot and adapt to an ever changing environment

KEY PERFORMANCE OUTPUT AREAS

- Policies, procedures and guidelines are developed, implemented and reviewed
- Board meets regularly and is adequately supported
- Staff performance targets are set and performance is reviewed
- Afesis is compliant with all relevant legislation
- Donor reports are submitted on time and are of quality
- Afesis attains unqualified audits and project expenditure is aligned to program plans

QUALIFICATION AND EXPERIENCE REQUIRED

A Post Graduate degree or equivalent in Business Administration, Finance, Law or any other relevant field of study.

Proven record of participation and management of finance audit processes.

At least 7 years’ experience in a Senior Managerial position

Experience in finance planning, budgeting and expenditure monitoring

Experience in the NGO sector

A Professional Body registration (at least 5 years of full membership)

Salary bracket: A Total Cost to Company package of between R720,000 – R850,000

Please submit a copy of your CV, with 3 contactable references and a cover letter. Applications close on 31 of July 2024. If you have not heard back from us before 15 August 2024, please consider your application unsuccessful.