



JOB PROFILE – OPERATIONS MANAGER

SECTION A: JOB TITLE

A.1 JOB IDENTIFICATION	
1. Job Title	Operations Manager
2. Job Grade	E2

A.2 LOCATION OF POSITION	
Division	Operations
Department	Operations

A.3 REPORTING LINE	
Immediate Superior	
Chief Executive Officer (CEO)	
Number of Direct Report(s)	
2	
Number of In-Direct Report(s)	
Outsourced functions (IT, HR, Company Secretary, Special Initiatives)	

SECTION B: JOB PURPOSE, DUTIES AND RESPONSIBILITIES OF THE POSITION

B.0 PREAMBLE

The Southern Africa Trust is committed to fostering a workplace that upholds feminist principles, values and ethos. All staff and Board members strive to live and reflect these values and principles as articulated in our strategy and in our ways of working and relating, internally and externally.

B.1 JOB PURPOSE

The Operations Manager is a member of the Management Team and contributes to the delivery of the Trust's strategy. The role leads in the development and implementation of the operational strategic plan to support the achievement of the organisational strategy. The role is responsible for organisational processes (grants management, monitoring & evaluation, reporting and learning) and outsourced business services (governance, HR, ICT) to the Trust as well as facilities/office management and assets management. The role will provide critical operational support to country programmes to ensure seamless operations across countries.

B.2 DUTIES OF THE POSITION

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
1.	Strategy development and implementation	<ul style="list-style-type: none"> Participates in the development of the Trust's strategy Leads the development of the departmental strategic plan and the development of the Trust's operational plans in collaboration with the Finance and Admin Manager and Country Managers. Leads the development, utilization, and management of the operational unit budgets. Develops operational reports ensuring the CEO and Management Team are kept up to date of operational issues across the organisation. Ensures compliance to national, international and internal legislation, regulations, policies and operational procedures Provides for capacity building strategies and initiatives to support effective programme implementation and partnership engagement internally. Leads on promotion of people and culture initiatives, ensuring compliance to safeguarding policies, diversity, equality and inclusive culture, employee wellness, health and safety etc. Works closely with country programmes to oversee office/facilities management, procurement, logistics 	<ul style="list-style-type: none"> Strategic objectives met Financial policies, internal control systems Quarterly and annual performance reports with supporting documentation are provided in the agreed format Compliance and risk management to the Trust managed and monitored effectively Operational risk to the Trust managed and monitored effectively Effective People and 	15%

		and service provider management	<ul style="list-style-type: none"> • culture strategies • Effective country programme support 	
--	--	---------------------------------	---	--

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
2,	Management Operational Services	<p>ICT solutions management</p> <ul style="list-style-type: none"> • Line manages outsourced services ensuring business continuity • Develops the ICT operational strategy and tactical plans and manages their execution. • Leads in the formulation of ICT policies and procedures • Ensures procurement, maintenance and security of ICT assets • Produces departmental performance reports on strategic and operational activities <p>HR Management and systems</p> <ul style="list-style-type: none"> • Line manages outsourced HR Services provider • Ensures the development and implementation of the HR strategy • Monitors that HR administration processes are conducted in an effective and efficient manner and are in compliance with relevant legislation • Achieves efficient on-line access to HR policies, procedures and forms • Manages the efficient maintenance of accurate, current, confidential and accessible employee records • Supports with the (safeguarding policies) security of staff including policy and procedures, and adherence to national protocols in the countries staff and partners work, working with the Operations Manager <p>Facility/ Office management</p> <ul style="list-style-type: none"> • Leads in the provision and management of office facilities, their operations and maintenance. • Monitors the provision of a professional cleaning service of offices and meeting rooms • Ensures compliance to Health and Safety regulations • Ensures the provision of consumables and the care of staff and visitors 	<ul style="list-style-type: none"> • ICT Strategy and implementation meeting business needs • Effective and efficient HR administration of HR systems and processes • Well-maintained and secure Trust premises • Updated and accurate fixed asset register 	30%

		<ul style="list-style-type: none">• Manages access to the Trust's buildings at all times• Ensures security protocols are up to date and adhered to• Monitors the provision of driving services to the business in the collection and delivery of mail and other documentation• Ensures the provision of a professional front line service• Leads in the coordination of events including managing outsourced services.		
--	--	--	--	--

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
		Board Secretariate Services <ul style="list-style-type: none"> • Works closely with the Company Secretary to ensure agendas, board packs, meetings, minutes and follow-up are timely. • Ensures effective management of key organisational documents eg annual reports, and strategy documents • Supports Board development and functioning • Coordinates the development of strategic, legal and operational reporting including publicity. 	<ul style="list-style-type: none"> • Effective board services provided. 	
		Grants Management <ul style="list-style-type: none"> • Oversees the development of the framework and tools for Grant management • Ensures timely tracking of the grants calendar and completion of grant activities to support resource mobilisation, reporting and creation of content for stakeholder requirements • Ensures the availability of a Grants management system and updated pipeline • Supports capacity building for grant development and management of partners • Works closely with Country Programme and Finance to ensure coordinated approaches. 	<ul style="list-style-type: none"> • Grant requirements fully met in line with funder requirements • Growth in resources 	
		Monitoring, Evaluation, Research and Learning (MERL) <ul style="list-style-type: none"> • Oversees the development of the framework and tools for MERL • Ensures timely completion of MERL activities to support resource mobilisation, reporting and creation of content for the website and stakeholder needs • Ensures the availability of a MERL database • Supports capacity building for MERL • Works closely with Programme and Finance to ensure coordinated approaches. 	<ul style="list-style-type: none"> • MERL framework is sound and is recommended blueprint by stakeholders 	
		Special Initiatives <ul style="list-style-type: none"> • Oversees and manages consultants on cross-cutting special initiatives e.g. SIBE, Southern Africa CSOs Special Intervention etc. • Ensures timely delivery of agreed project objectives • Supports the development of work plans, stakeholder engagement, and timely reporting in line with reporting commitments. 	<ul style="list-style-type: none"> • Effective delivery of the Special Initiatives/ projects 	

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
3.	Operations and Facilities/ Office Management	<ul style="list-style-type: none"> • Develops and reviews operations & procurement policies, guidelines and procedures to ensure compliance to the National Procurement Legislative Framework including the country programmes that the Trust operates – working in collaboration with the Finance and Admin team • Ensures compliance with all legal requirements and organizational policies, including compliance at country programme level • Manages the office/ operational management processes. • Conducts quality assurance reviews within operations to ensure all work conducted is up to standard in collaboration with the Finance and Admin team • Monitors and flags operational risks and breakdowns in the internal control environment for input to management team meetings • Ensures internal and partners compliance with the terms and conditions of grant agreements with the Trust's donors • Ensures the development and maintenance operational databases and registers, such as a contacts database, database of suppliers, asset register, fundraising register, gifts register, register of declarations of interest, etc. • Liaises with service providers to the Trust ensuring contracts and services are aligned to strategic priorities • Manages the provision of accurate, timely advice on performance processes in Operations, Grant services, HR, and ICT. • Oversees quality of service provided to internal and external stakeholders to improve overall performance and support to the Trust • Coordinates reporting on the achievement of programme delivery objectives and where 	<ul style="list-style-type: none"> • Updated and relevant policies and procedures in place both at regional office and country offices • High quality reporting • Risk mitigation • Effective internal and partners systems in place • Organisation is well resourced • Compliant donor reporting • Effective stakeholder engagement 	20%

		<p>problems occur, initiates the development and implementation corrective actions.</p> <ul style="list-style-type: none">• Produces departmental performance reports on strategic and operational activities for submission to the CEO, Management Team, donor and Board• Supports the development and delivery of high-quality funding, resource mobilisation, donors and partners proposals, reports and communication materials.		
--	--	---	--	--

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
4.	Procurement and Logistics Services	<ul style="list-style-type: none"> • Develops annual procurement plans that are aligned to the Trust's strategic objectives. • Develops, reviews and implements procurement policies and procedures to ensure compliance to the National Procurement Legislative Frameworks working closely with the Finance and Admin Manager • Monitors and improves procurement and logistics processes in an effective and efficient manner and in line with relevant policies and procedures • Ensures efficient maintenance of accurate and current information and records • Manages the Trust's procurement, allocation, use, maintenance and disposal of assets across the region in collaboration with the Finance and Admin team • Manages the asset verification process through planning and allocating of resources, reviewing the verification process and making follow-ups to ensure variances are cleared • Ensures the logistics service provider database is kept up to date with relevant assessment of service providers completed. • Provides technical support to country offices in management of facilities and procurement services. 	<ul style="list-style-type: none"> • Approved SCM Demand management and procurement plans are in place • Annual review of logistics services supplier database • Asset register up to date and accurate 	10%

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
5.	Financial management reporting	<ul style="list-style-type: none"> • Supports annual external audits of the Trust's financial records • Ensures that all operational items from the auditors' management report are addressed before next audit • Leads on the preparation of grants disbursements schedule • Ensures that grants partners reports, and cash advance requests are reviewed and approved before further grant disbursements are made. 	<ul style="list-style-type: none"> • Minimized litigation risk and audit findings through effective and efficient financial advice and decisions • Manage risk and audit findings through effective and efficient financial reporting • Financial reports for trustees and donors accurately and timeously prepared. 	5%
6.	Managing risk, quality assurance, legal and compliance	<ul style="list-style-type: none"> • Has an overview role of the risk profile and risk mitigation strategies of the Trust working in collaboration with the Management Team • Ensures compliance to people leadership, wellness, security, health and safety in the Trust • Ensures quality assurance to the Trust in all operations management processes • Ensures asset verification process through planning and allocating of resources, reviewing the verification process and making follow-ups to ensure variances are cleared • Analyses partners performance and where applicable recommends appropriate corrective measures and interventions • Continuously assesses policy and procedure appropriateness to risk framework and make recommendations based on lessons learned • Leads follows up and implementation of recommendations of internal and external audit findings • Conducts compliance reviews and prepares management reports regarding operations and progress. 	<ul style="list-style-type: none"> • Compliance with regulatory matters, policy, procedures, and guidelines • No significant audit findings against the Trust on regulatory compliance matters • Mitigated staff risk 	10%

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
7.	People Management	<ul style="list-style-type: none"> • Ensures staff recruitment, placement, onboarding, and HR cycle management to meet the Trust's objectives • Sets, agrees and monitors performance of direct reports, and outsourced services ensuring that their KPAs and SLAs are aligned with performance agreements • Leads in the identification of staff development needs and the provision of coaching and mentoring as appropriate • Ensures employment equity compliance for the Trust • Facilitates staff productivity mechanisms and efficiency, minimizing absenteeism • Leads the development and implementation of the staff recognition framework • Fosters a positive work environment that prioritizes the health, safety, and overall well-being of employees. 	<ul style="list-style-type: none"> • The Trust is fully resourced to achieve strategic objectives • High performing teams resulting in excellent service levels internally • Performance reviews carried out continuously across the Trust • Trust's Staff Development strategy and plans in place, resourced and implemented • Motivated, engaged and high performing teams 	10%

This job description is written at a specific time and is subject to change as the demands of the business and the role develops. The role requires flexibility and adaptability and the employees of the Trust need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.

B.3 AUTHORITY OF THE POST

This outlines the authority the jobholder has to make decisions or to take independent action without reference to a superior. Limits of authority are included in the delegation of authority (DoA)

- Decision making with respect to critical development on operations management
- Recommendation of appropriate course of action to the Chief Executive, Management Team and staff members with respect to specific areas of work
- Expending of resources allocated to the **section**, within and in line with policy
- Management of resources in line with organizational policies
- Acting independently with reference to the Line Manager and in terms of the following legislations and regulations: -
 - All policies, procedures and strategies in line with legislative and statutory requirements
 - Companies Act, PMFA, Employment Equity Act (EEA), Skills Development Act (SDA), Basic Conditions Of Employment Act (BCOE), Labour Relations Act (LRA)
 - Any other legislation and national policies that has a bearing **poverty, inequality and human rights development** with specific reference to:
 - Women empowerment
 - Youth development
 - Gender
 - Climate change regulations
 - Value for money
 - Innovation
 - Risk taking
 - Administrative processes and procedures on operations and finance matters
- Public Finance and Management Act (PFMA)

B.4 KEY INTERNAL AND EXTERNAL INFLUENCERS

Internal	Board and Sub Committees All staff Country Programmes
External	Sector Stakeholders Service Providers Clients Public Government departments Suppliers

SECTION C: JOB SPECIFICATION

Skills relevant to a job include education or experience, specialised training, personal characteristics or abilities.

C.1 ESSENTIAL REQUIREMENTS OF THE POST State the minimum educational, qualifications and experience that are required to perform the job competently.	
Qualification	<p>B. Com Honours degree or Professional Qualification in Operations Management, Business Management, Logistics and Procurement, Financial Management or Equivalent</p> <p>Masters' degree is an added advantage</p>
Experience	<p>8 -10 years of relevant experience in a similar position, of which at least 3 years must have been at a management level.</p> <p>Working on donor-funded projects in a related role and with some service provider supervisory experience.</p>

KEY COMPETENCIES:

Technical competencies	Skills	Values/Attributes
<ul style="list-style-type: none"> • An understanding of the strategic delivery requirements of the Trust • Understanding of poverty and inequality challenges and human rights development in the region • Operations management • Policy development, implementation, and compliance • Experience in developing and maintaining Contractor's policies and procedures for procurement, service provision, financial management systems and grants management • Ability to lead change and provide strategic input • Leadership and business management skills • Understanding of Corporate governance principles • Quality management • Risk Management • Understanding of financial systems and management principles • Analytical ability and decisiveness • Passion for development • Emotional intelligence • Stakeholder management • Project management • Knowledge of all applicable national legislation and policies 	<ul style="list-style-type: none"> • Supplier management • Business acumen • Sustainability Skills • Business Development Skills • Interpersonal skills • Problem solving and analysis • Research skills • Data collection and Numeracy skills • Follow up • People and Diversity management • Change Management • Client Orientation and customer focus • Conflict management • Communication skills • Decision making • Analytical thinking • Negotiation Skills • Networking Skills • Written and Verbal communication 	<ul style="list-style-type: none"> • Accountability and ethical conduct • Quality oriented • Detailed focused • Judgment • Systems and Rational thinking • Deadline-oriented • Analytical ability • Task oriented • Prioritising • Professionalism • Positive attitude • Flexibility • Adaptability • Initiative • Integrity

SECTION D: APPROVAL OF JOB DESCRIPTION

TITLE	NAME	SIGNATURE	DATE
Chief Executive Officer			
Incumbent			