



## JOB PROFILE – SENIOR OPERATIONS OFFICER

### SECTION A: JOB TITLE

<b>A.1 JOB IDENTIFICATION</b>	
1. Job Title	Operations Senior Officer
2. Job Grade	D

<b>A.2 LOCATION OF POSITION</b>	
Division	Operations
Department	Operations

<b>A.3 REPORTING LINE</b>
<b>Immediate Superior</b>
Chief Executive Officer (CEO)
<b>Number of Direct Report(s)</b>
1 (shared role to Operations and Finance))
<b>Number of In-Direct Report(s)</b>
Outsourced functions (IT, HR, Company Secretary)

## 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, and intersectional approaches in all our systems internally and our work externally. All staff and Board members strive to demonstrate these values and principles as articulated in our strategy and in the ways of working and relating, internally and externally.

### B.1 JOB PURPOSE

The Senior Operations Officer is a member of the Management Team and contributes to the effective delivery of the Trust's strategy through strong operational coordination, corporate governance support, risk management, compliance oversight, and organisational enablement. The role provides strategic governance, compliance and organisational effectiveness support to the CEO, Board and Management Team, ensuring that the Trust's internal systems, statutory obligations, operational processes, outsourced support services, procurement, facilities, and administrative functions are effective, compliant, and responsive to organisational needs.

The role plays a key coordinating role across the Regional Office and Country Offices, supporting alignment of systems, registers, controls, and operational practices within the Trust's decentralised operating model, while fostering an efficient, accountable, and enabling working environment across the organisation.

### B.2 DUTIES OF THE POSITION

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
1.	<b>Operational Coordination &amp; Office Management</b>	<ul style="list-style-type: none"> <li>Develops and reviews operations &amp; 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</li> <li>Coordinates implementation of operational plans and priorities aligned to organisational strategy.</li> <li>Oversees office administration, workflow systems, records management, institutional calendars, internal service delivery, and operational readiness.</li> <li>Supports country offices with operational coordination in line with the Trust's decentralised operating model.</li> <li>Prepares operational updates and management reports for the CEO and Management Team.</li> <li>Develops and manages the Operations Unit budget and monitors expenditure.</li> </ul>	<ul style="list-style-type: none"> <li>Effective and legally aligned policies &amp; procedures</li> <li>Efficient day-to-day operations across the multiple offices.</li> <li>Functional systems and processes.</li> <li>Accurate operational reporting.</li> <li>Effective budget utilisation. Responsive support to country offices and internal stakeholders.</li> </ul>	<b>20%</b>

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NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
2.	<b>Corporate Governance, Risk &amp; Compliance</b>	<ul style="list-style-type: none"> <li>● Coordinates governance calendars, Board and Committee meetings, agendas, packs, resolutions, and follow-up actions in liaison with the CEO and Company Secretary.</li> <li>● Distils Board decisions and ensures tracking and implementation of resolutions.</li> <li>● Tracks and synthesises relevant local and international governance, regulatory and compliance developments and escalates material matters to the CEO.</li> <li>● Maintains statutory registers and governance records.</li> <li>● Ensures Board and management information is managed in line with confidentiality, data protection and information governance requirements.</li> <li>● Supports governance-related risk tracking, action monitoring, audit follow-up and internal control improvement.</li> <li>● Supports the CEO in reporting any material non-compliance with the Memorandum of Incorporation, organisational rules or applicable legislation. Identifies governance and business best practice improvements for discussion and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>● Effective Board and Committee administration.</li> <li>● Strong governance coordination. Statutory compliance maintained.</li> <li>● Timely implementation of Board resolutions. Improved risk oversight and internal controls.</li> <li>● Secure and compliant information management.</li> </ul>	<b>20%</b>

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
3.	<b>Outsourced Service Provider Management</b>	<ul style="list-style-type: none"> <li>● Coordinates recruitment and monitors performance of outsourced service providers including IT, HR consultants, Company Secretary and other approved vendors.</li> <li>● Manages service level agreements, deliverables, response times and performance standards.</li> <li>● Ensures outsourced services remain fit for purpose, responsive and cost effective.</li> <li>● Escalates service risks or gaps to the CEO.</li> </ul>	<ul style="list-style-type: none"> <li>● Reliable outsourced support services.</li> <li>● Good vendor performance. Business continuity maintained.</li> <li>● Value for money achieved. Service risks managed proactively.</li> </ul>	<b>20%</b>

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
4.	<b>Procurement, Facilities &amp; Asset Management</b>	<ul style="list-style-type: none"> <li>● Coordinates procurement planning and sourcing processes in line with policy and delegated authority.</li> <li>● Maintains supplier database, asset registers, inventory controls and disposal records.</li> <li>● Manages office facilities, maintenance, logistics, workplace readiness and security arrangements.</li> <li>● Supports country offices with procurement and facilities guidance where required.</li> </ul>	<ul style="list-style-type: none"> <li>● Compliant procurement processes.</li> <li>● Safe and functional workspaces.</li> <li>● Accurate asset records.</li> <li>● Reliable logistics and facilities support.</li> <li>● Efficient supplier management.</li> </ul>	<b>20%</b>

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
5.	<b>Induction, Compliance &amp; Organisational Enablement</b>	<ul style="list-style-type: none"> <li>● Coordinates induction and onboarding of Board members, for all staff, consultants and relevant country-based staff in line with the Trust's decentralised model.</li> <li>● Supports alignment of organisational systems, registers and compliance processes across country programmes and the regional office.</li> <li>● Inputs into review of legislative and industry developments affecting the Trust, as instructed by the CEO.</li> <li>● Coordinates training and development interventions for staff, Board and Management Team members.</li> <li>● Conveys communication arising from Board decisions to relevant stakeholders as directed by the CEO.</li> <li>● Provides technical support in development of the annual report and ensures statutory and regulatory disclosures are validated and submitted timeously.</li> <li>● Supports employee wellness, internal communication, and organisational readiness initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>● Effective onboarding and induction.</li> <li>● Consistent systems and compliance practices across offices.</li> <li>● Board and Management Team development supported.</li> <li>● Annual report and disclosures completed on time.</li> <li>● Strong organisational readiness and staff support environment.</li> </ul>	<b>10%</b>

NO.	KEY PERFORMANCE AREAS	INPUT (Methods Used)	Outcome (Expected Results)	Weighting
6.	<b>People Management &amp; Unit Leadership</b>	<ul style="list-style-type: none"> <li>• Manages the Finance &amp; Operations Associate, setting work priorities and monitoring performance.</li> <li>• Builds an accountable, service-oriented and collaborative operations culture.</li> <li>• Supports workload planning, coaching, learning and development within the unit.</li> <li>• Ensures efficient delivery of shared support services to Operations and Finance functions.</li> <li>• Promotes Trust values, professionalism and effective teamwork.</li> </ul>	<ul style="list-style-type: none"> <li>• High-performing operations unit.</li> <li>• Effective supervision and support of staff.</li> <li>• Strong internal service culture.</li> <li>• Clear accountability and efficient work delivery.</li> <li>• Positive and collaborative team environment.</li> </ul>	<b>10%</b>

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 on operational coordination matters within approved policies and delegated authority.
- Recommendation of appropriate operational, governance, compliance and service delivery actions to the CEO and Management Team.
- Management of the Operations Unit budget within approved limits.
- Supervision of the Finance & Operations Associate.
- Coordination and performance management of outsourced service providers.
- Approval of routine operational expenditure within delegated thresholds.
- Acting independently within approved policies, procedures, and legislation.

Relevant frameworks include:

- Companies Act, Labour legislation, Procurement policies, Safeguarding policies, Health & Safety requirements, Delegation of Authority, Donor compliance requirements, Risk Management Framework, Internal policies and procedures

#### B.4 KEY INTERNAL AND EXTERNAL INFLUENCERS

Internal	CEO Management Team Head of Programmes Finance and Admin Function Country Managers All Staff  Board and Sub-Committees
External	IT Service Providers HR Consultants Company Secretary Suppliers Landlords / Facilities Providers Auditors Government Departments Sector Stakeholders

## SECTION C: JOB SPECIFICATION

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

<b>C.1 ESSENTIAL REQUIREMENTS OF THE POST</b> State the minimum educational, qualifications and experience that are required to perform the job competently.	
Qualification	<p>Bachelor's degree or equivalent qualification in Operations Management, Business Administration, Governance, Risk Management, Procurement, Public Administration or related field.</p> <p>A postgraduate qualification is an added advantage.</p>
Experience	<p>6–8 years relevant experience in operations, administration, governance, compliance or business support roles. At least 3 years in a supervisory or senior coordinate on role.</p> <p>Experience managing outsourced service providers. Experience supporting governance structures, audits, risk or compliance processes. Experience in donor-funded / nonprofit / regional organisations is an advantage.</p>

**KEY COMPETENCIES:**

Technical competencies	Skills	Values/Attributes
<ul style="list-style-type: none"> <li>• An understanding of the strategic delivery requirements of the <b>Trust</b></li> <li>• Understanding of poverty and inequality challenges and human rights development in the region</li> <li>• Operations management</li> <li>• Corporate governance support</li> <li>• Risk and compliance management</li> <li>• Procurement and asset control</li> <li>• Vendor / service provider management</li> <li>• Policy implementation</li> <li>• Budget monitoring</li> <li>• Reporting and administration systems</li> <li>• Knowledge of all applicable national legislation and policies</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and organising</li> <li>• Problem solving and analysis</li> <li>• Strong administration skills</li> <li>• Communication skills</li> <li>• Attention to detail</li> <li>• Coordination skills</li> <li>• Decision making</li> <li>• Relationship management</li> <li>• Time management</li> <li>• Written and verbal communication</li> <li>• Supervisory skills</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability and ethical conduct</li> <li>• Professionalism</li> <li>• Integrity</li> <li>• Confidentiality</li> <li>• Service orientation</li> <li>• Reliability</li> <li>• Adaptability</li> <li>• Initiative</li> <li>• Positive attitude</li> <li>• Quality focused</li> <li>• Respectful and collaborative approach</li> </ul>

**SECTION D: APPROVAL OF JOB DESCRIPTION**

<b>TITLE</b>	<b>NAME</b>	<b>SIGNATURE</b>	<b>DATE</b>
Chief Executive Officer			
Incumbent			