

JOB DESCRIPTION

Job Title	Operations Director
Department	ForAfrika South Africa
Reports to (Function)	ForAfrika Country Director
Location	South Africa - Honeydew
Number of Direct Reports (Subordinates)	(5) Finance Manager, Human Resource, Supply Chain Coordinator, Donor Relations Manager and Corporate Fundraiser Personal & Admin Assistant.
Job Description last updated:	May 2022

Purpose of the position:

The Operations Director is responsible for strategic administrative, efficient Supply Chain (procurement, fleet and logistical services), Finance, Human Resource, Donor Relations and Fundraising and ICT and consistency with ForAfrika and South Africa rules and regulations. The Operations Director ensures consistent services delivery to the South Africa ForAfrika Programme. The Operations Director plans, coordinates, and implements initiatives aimed at enhancing operational excellence performance in the country office and field offices.

The Operations Director will also be experienced in networking and donor representation. S/he will be an effective communicator with exceptional team building and coordination skills. The Operations Director will participate in providing strategic leadership to its direct reports, coordinate the delivery of inclusive high-quality reporting, and overview the relationship with current and future primary donors. S/he will also support the Country Director, Programs Manager and Resource Mobilisation Specialist in the identification of new funding opportunities, as well as proposal design and development.

DUTIES AND RESPONSIBILITIES

Leadership 50%

- Directly supervise the Finance Manager, Human Resource Manager, Supply Chain Coordinator, Donor Relations Manager, Corporate Fundraiser, IT and Personal and Admin Assistant and provide guidance in the development of operational standards for all functional areas.
- Ensure performance management functional teams.
- Ensure that the functional teams are adequately represented at Leadership.
- Member of the Senior Management Team.
- Provide advice and support to the Country Director on implication of decisions, presenting options to recurring problems as they arise

- Provide inputs and coordinate the development of strategies to ensure a high degree of standardization, consolidation and rationalization of systems, processes, policies and procedures to improve the quality of internal support services delivery at SA ForAfrika.
- Manage day to day administration of the functional teams, and deal with problems and emergencies as needed / arise.
- Raise compliance issues proactively with the Finance and Programs Manager, and Country Director.
- Keep internal project tracker updated with all relevant milestones, the status of amendments and/or extensions, and ensure essential documents are uploaded properly.

Monitor and evaluate support services operations, programmes, processes and / or practices for quality and effectiveness, and make recommendations for improvement

Service Providers 20%

Manage the relationship with and the performance of the South Africa ForAfrika services providers such as:

- Travel
- Airport transfer
- Corporate Lawyer in coordination with HR Manager
- Security to staff
- Cleaning services

Monitor and evaluate support services operations, programmes, processes and / or practices for quality and effectiveness, and make recommendations for improvement

Support to Country Director (20%)

- Ensure current operational policies and procedures are implemented across the Program
- Ensure compliance with key policies and procedures
- Explore specific system requirements and coordinate implementation of such systems within time and budget.
- Review, recommend and implement changes to workflow processes across and within different units of Operations team to increase speed, efficiency and value for money.

Communication (10%)

- Participate in sector/cluster working groups in collaboration with technical program leads as needed.
- Develop capacity statements to facilitate regular donor communication and updates. This includes consolidated monthly “Country Updates” and grant/project/donor specific updates as needed.

- Ensure efficient and effective information management and communication on projects. This includes updating colleagues on amendment processes, and communicating internally with Finance/Operations/Programs to ensure all stakeholders know where each project stands.
- Participate in organizational level coordination and coordination calls
- Lead and facilitate the organization's visibility activities in collaboration with Program Manager and field area offices.
- Maintain effective and professional communication with key stakeholders, partners and other organizations

Knowledge and Experience

- Bachelors degree in Business / Business administration / general management. Masters preferred.
- Experience in international development, management, humanitarian response or other relevant field; Masters preferred.
- At least 5 years of international relief and development program management experience, with progressively greater responsibility.
- At least 3 years in a senior management role is required with experience in managing humanitarian assistance projects.
- Combination of direct and remote management experience preferred.
- Demonstrated ability to build and maintain relationships with governments, donors, other donor- funded projects and stakeholders, local organizations, and partners.
- Experience managing programmatic and financial reporting requirements. Experience with donor rules, regulations and requirements is preferred.
- Excellent verbal and written communication skills in English required.
- Demonstrated flexibility and creativity in planning and problem solving.
- Effective verbal and written communication, multi-tasking, organizational and prioritization skills.
- Strong computer literacy with a full knowledge of office applications.
- Ability to work effectively with an ethnically diverse team in a sensitive environment.

Signature of employee	Date
Signature of supervisor	Date
Original: Employee personal file Copies: Employee, Line Manager, Central HR folder (for all to access)	