

# Job Profile

<b>Job Title</b>	Operations Manager	<b>Department and location</b>	Edge Programmes Cape Town and Johannesburg
<b>Job purpose</b>	<p>The Operations Manager provides support to the Head of Enablement in the development, implementation and management of the Enablement strategy aligned to the BU and company strategies. This role is responsible for interfacing with Group Core (shared services) where necessary to ensure that BU shared services continues to operate smoothly.</p> <p>A key part of this role is driving the technology digitisation with inputs from internal stakeholders to enhance operations and expand the BU's "reach". Other core elements of this role include continuous improvement of the operating model of the Programme BU, identification and monitoring of risks from a programme delivery perspective to ensure successful implementation, supplier and partner management as well as conduct risk and compliance activities for the Programmes BU</p> <p>The Operations Manager is also accountable for ensuring that all events (bootcamps and other events) are successfully managed end-to-end from an operational perspective and for.</p>		
<b>Reports to</b>	Head of Enablement	<b>Reportees (position)</b>	N/A
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Post graduate degree in Finance; Business Science or related fields. (Preferably with understanding of either Marketing and/or Operations Management).</li> <li>Project Management certification is advantageous</li> </ul>	<b>Experience</b>	<ul style="list-style-type: none"> <li>5-7 years' experience in Operations or Office Management in a similar environment</li> <li>Experience in developing and managing implementation of administrative/ office support processes will be advantageous</li> </ul>

## Core activities

### Output 1: Core Operations Support

#### 20% Weight

- Provides operational support to the Programmes BU in support of the Head of Enablement
- Ensure Human Resources, ICT, Risk, Compliance and Governance, Finance, Legal & Contract Management functions are well managed and are in line with Group Core
- Provide support to the BU to ensure delivery of programmes to clients as per the delivery plan
- Ensures all necessary documents are saved and stored correctly and updated accordingly
- Conduct monthly SPO/ filing audit and ensure clean-up of folders/ updating of files

- Maintain files and update all contracts for accuracy
- Over see the development of marketing and communication deliverables, correspondence with SMEs, clients and service providers

### Output 2: Risk and Compliance

#### 20% Weight

- Administer legal and regulatory compliance for the Programmes BU
- Understand BBBEE code & requirements in relation to the Programmes BU and ensure adherence for compliance
- Administer annual compliance rhythms in line with the Edge Core requirements



- Coordinate signing and storage of legal agreements and other relevant documents
- Keeps the BU informed and updated on the impact of new regulations
- Serves as main source of all Legal, Compliance and risk requirements for the Programmes BU
- Reports all identified risks facing the BU from an Operations perspective to enable appropriate actions for their mitigation
- Maintain BU wide risk and issue register for monitoring and management

### **Output 3: Financial Administration**

#### **20% Weight**

- Coordinates the financial administration processes and rhythms for the BU
- Supports annual budget, audit, tax and reporting processes to ensure compliance
- Updates and reconciles monthly cash flow statements
- Conducts monthly invoicing and payments process
- Loads monthly payments on bank and present for authorisation
- Manages FICA requirements on bank accounts
- Conducts verifications for payments
- Ensures all documents are timeously collected for the payment processes
- Ensures timely approval of all relevant invoices
- Tracks all relevant invoices
- Update payment schedules for the programmes
- Assists with Manco monthly payments
- Consolidates all payments packs with regards to grants
- Provides monthly reporting to Head: Enablement to enable effective and efficient operations in the BU

### **Output 4: Procurement Management**

#### **10% Weight**

- Manages BU procurement processes and procedures
- Drafts and reviews supplier contracts
- Coordinates the approval and signature of the supplier contracts
- Ensures the correct filing and storage of the supplier contracts in line with Edge Core requirements
- Serves as point of contact for the Programmes team for managing and maintaining supplier contracts

- Conducts supplier service performance reviews
- Manages supplier payments

### **Output 5: Supplier and Partner Management**

#### **15% Weight**

- Manages a network of mentors in programmes to enable a sufficient pool of skilled partners
- Drafts contracts and ensure effective contracts management
- Provides specialist mentor recruitment, onboarding, upskilling and coaching and grading to enable a sufficient pool of competent and skilled mentors and monitors submission of reports post delivery
- Supports management of relationships between the BU and external mentors and specialists
- Drives the recruitment, onboarding, upskilling and coaching and grading of specialist and general mentors
- Manages the performance of programmes delivery specialists
- Provides leadership in the development of training materials for all partners
- Provides the necessary details to ensure the delivery of contracts and contract management
- Resolves product delivery challenges encountered by the SME and clients
- Manages delivery challenges regarding mentorship quality, payments and programme schedule
- Plays a business coaching and mentorship role to SMEs
- Delivers SME specialist projects or interventions

### **Output 6: Technology Transformation and Digitization**

#### **15% Weight**

- Drive the incorporation of appropriate technology to support programmes
- Manage all BU hosted products e.g., GrowthTracker are maintained and kept up to date and operational
- Drive BU enablement through development of the latest tools and technologies which can be leveraged to improve the efficacy and efficiency of the BU



**Leadership competency**

- Transformation
- Innovation
- Customer Centric
- Care and Growth Nurturer
- Owner Leader

**Proficiency level**

- Intermediate
- Intermediate
- Intermediate
- Intermediate
- Intermediate

**Core competency**

- Change Agile
- Emotional Intelligence
- Communicates with Impact
- Operational Excellence
- Problem Solving

**Proficiency level**

- Intermediate
- Intermediate
- Intermediate
- Intermediate
- Intermediate

**Technical competency**

- Project Management
- Resource Planning
- Partner/Service Provider Sourcing, Review and Selection
- Understanding of BEE codes
- Procurement Management
- Legal & Compliance Management
- Governance and Compliance
- Planning and Organising
- Budget monitoring/reporting
- Attention to Detail
- Operations Management
- Contract Management
- Client and Stakeholder Engagement
- Analytical Skills
- MS Office
- Creative Written and Verbal Communication skills
- Reporting

**Proficiency level**

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I have reviewed and determined that this role description accurately reflects the position.

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 Manager's signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Employee's signature

\_\_\_\_\_  
 Date

*The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the role described, nor are they intended to be such a listing of the skills and abilities required to perform the work. Rather, they are intended only to describe the general nature of the role.*

