

JOB PROFILE

1. POSITION DETAIL

CURRENT JOB TITLE	Executive Manager: Operations	JOB GRADE	E2
PROPOSED JOB TITLE			
JOB CODE			
DEPARTMENT	Operations		
DATE REVIEWED	03/12/2018		
LOCATION	Rosslyn		
EMPLOYMENT STATUS	Contract		
PURPOSE STATEMENT			
<p>The Executive Manager: Operations is required to lead the company's day-to-day operations related to: Facilities Planning and Development; Facilities Maintenance; Business Support Services; SHEQ and ICT at the organisation's various sites. Execution of the organisation's strategy and business plan for the achievement of key organisational objectives. Assumes the OSHACT delegated responsibility.</p>			
POSITION IN THE ORGANISATION			
2ND LINE MANAGER (2ND LEVEL)	Board		
1ST LINE MANAGER (1ST LEVEL)	CEO		
POSITION	Executive Manager: Operations		
SUBORDINATE (1ST LEVEL)	Department Manager: Facilities Maintenance Management; Business Support Services; ICT; SHEQ Manager and PA to Executive Manager.		
SUBORDINATE (2ND LEVEL)			
SUBORDINATE POSITIONS			
<p><i>Please provide job titles of subordinates and total number of employees per job title (organogram can be inserted)</i></p>			
Estimated 34 subordinates			

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2. POSITION DESCRIPTION

MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<p>1. Develop/Implement Strategy</p> <ul style="list-style-type: none"> • Analyse the industry and public sector to determine the future trends, strategic direction and project operational strategy. • Develop the company strategy and roadmap in conjunction with CEO and Board • Communicate and narrate Divisional roadmaps to determine the project operational direction and ensure Project Growth and Performance • Support the development of a business plan and all subsequent business processes which satisfies the various requirements of all stakeholders • Coordinate all project activities across the Departments. • Implement the Strategy and Roadmap in accordance with the Delegation of Authority and the planning document, and the allocated time frames 	20%
<p>2. Managing Strategic Relationships</p> <ul style="list-style-type: none"> • Identify the relevant role players in accordance with project requirements and dependencies: <ul style="list-style-type: none"> • Automotive Industry Stakeholders • National and Local Government • Regulatory Authorities • Business Partners • Operating departments • Facilitate meetings with the role players to discuss the roles and responsibilities and possible areas of cooperation, improvement and conflict. • Obtain mutual agreement on the resolution of issues, meetings required and the delivery of inter-dependent outputs and results. 	10%

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MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<ul style="list-style-type: none"> • Agree to the expected outcomes from each party and set-up SLA's where required. • Monitor the performance of all relevant role players continuously to ensure that the agreements and other obligations are honoured. • Inform the relevant role players of the outcomes, deviations and actions required. • Maintain and develop relationships. • Maintain a database of role players. 	
<p>3. Managing Divisional Budget/Finance</p> <ul style="list-style-type: none"> • Analyse the business/project plans to determine the financial requirements. • Consult the business/project plans to determine requirements in terms of expenditure. • Approve budget and communicate the figures to each department. • Implement and monitor the expenditure against the budget and ensure that spending occurs within the budgetary restrictions, procedures and delegated authority • Analyse monthly reports indicating: <ul style="list-style-type: none"> • Monthly revenue targets and expenditure • Variance in terms of budgeted and actual figures • Savings achieved or budget overspent • Year to date figures 	10%
<p>4. Office Administration</p> <ul style="list-style-type: none"> • Office layout plan • Offices Lease agreement renewals, with renegotiations – also for Ford IC • Ensure timely renewals • Claims processing • Approval of invoices • Business process improvement recommendations 	5%

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MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<p>5. Divisional Oversight</p> <ul style="list-style-type: none"> • Manage the Divisional Risk in line with company risk management process • Business process improvement recommendations • Plan, direct and co-ordinate the operations of the departments • Ensure high quality project delivery as per agreed business plan • Chair the company-wide projects review meeting • Ensure operating efficiency • Establish and maintain controls • Ensure compliance with policies and procedures • Review project performance data to monitor and measure productivity, goal progress and activity levels • Represent the division and AIDC to strategic stakeholders; • Identify problems, develop alternatives and recommend courses of action 	10%
<p>6. Operations Management</p> <ul style="list-style-type: none"> • Monitors Compliance to Government regulations and implements appropriate actions, including shut down where necessary; • Manages the Occupation Certificate Processes for the various sites; • Monitors and manages non-financial corporate targets for the division; • Ensure the development and facilities planning of the supply park. • Drive opportunities, initiatives and development plans for the supply park within agreed formats and times lines; • Infrastructure development and maintenance accountability; • Environmental and ISO/QMS accountability; • Ensures activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care. • Manages the company’s assets, consumables, maintenance and 	20%

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MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<p>cleaning, green area, board rooms, security</p> <ul style="list-style-type: none"> • Accountability for the OSHACT Implementation, Monitoring and Maintenance; • Represents AIDC on tenant forums, QMS, EHS, etc. • Schedule maintenance and planning for all infrastructure and facilities; • ICT function accountability; by establishing and maintains appropriate systems for measuring necessary aspects of ICT Systems and Facilities; • Business Support Services accountability (conferencing services, etc.); • Security services accountability and risk management; • Business process improvement recommendations; • Ensures high quality service delivery as per agreed business plan and SLA's; • Represents the organisation to strategic stakeholders; • Identifies problems, develops alternatives and recommend courses of action. 	
<p>7. Reports</p> <ul style="list-style-type: none"> • Manages and maintains all Non-financial reporting and Economic Impact Reports • Responsible for reviewing, identifying corrective actions, and providing input for: <ul style="list-style-type: none"> ▪ Annual report ▪ Monthly management reports ▪ Quarterly reports 	5%
<p>8. Strategic Project Management</p> <ul style="list-style-type: none"> • Concept Development <ul style="list-style-type: none"> • Research and International Benchmarking • Key Account Management and Stakeholder Engagement 	10%

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MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<ul style="list-style-type: none"> • Project Design and Plan • Project enablement (finance) • Project Execution 	
<p>9. People Management</p> <ul style="list-style-type: none"> • Manage employees as appropriate within the division to optimise business performance and the underwriting service to customers; • Time, expense and leave approvals; • Ensure staff have the required skills and experience to execute their tasks; • Conduct Performance Planning Sessions; • Compile the Performance Management documentation in collaboration with the staff member in terms of: <ul style="list-style-type: none"> • Job Profile requirements • Strategic Performance Objectives • Key Performance Areas • Personal Development Plan; • Track and monitor performance in accordance with policies and procedures and performance planning documentation; • Continuously provide feedback and coaching to ensure that the staff member/s performs at optimum productivity level; • Conduct performance reviews in accordance with policies and procedures and take corrective actions where necessary; • Appraise performance at the end of each performance period in accordance with policies and procedures; • Provide feedback to the relevant role players; • Fosters a corporate culture that promotes ethical practices, integrity and a positive work climate, enabling the Company to attract, retain and motivate a diverse group of quality employees. 	10%
<ul style="list-style-type: none"> • TOTAL 	100 %

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3. JOB EVALUATION CRITERIA

A) KNOWLEDGE AND SKILLS	
FORMAL EDUCATION	<ul style="list-style-type: none"> • Honours Degree in the Built Environment; • Business Management Qualification desirable
TECHNICAL/ LEGAL CERTIFICATION	<ul style="list-style-type: none"> • Construction Project Management Qualification (1-year diploma) • Government Certificate of Competency in Built Environment • Professional body membership
EXPERIENCE	<p>10 years' management experience, with at least 5 years in Executive or Senior-level management of industrial park and property management.</p> <ul style="list-style-type: none"> • Experience in Facilities Development and Planning; Facilities Maintenance; Business Support Services, SHEQ and ICT an advantage • Executive or senior-level management experience in a results-oriented and fast-paced environment; • Experienced in strategic and financial planning, administrative and operations management; • Skilled in driving the organisation's service delivery programmes; • Practical Knowledge and experience of the automotive industry is essential; • Substantial knowledge of laws related to the built and ICT environments, legal codes, precedents and government regulations; • Knowledge of process optimisation, integration and continuous improvement; • Knowledge of project management, corporate governance, business controls and corporate reporting up to Board level.

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COMPETENCIES

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KNOWLEDGE	SKILLS	ATTRIBUTES
Engineering and Built Environment	Advanced Computer Literacy	Diplomacy
PFMA	Communication	Innovation
ERP and Financial Systems	Problem solving	Time Management
Basic Accounting	Decision making	Attention to detail
BBBEE Act	Inter personal	Honesty
Preferential Procurement Act	Negotiation	Ability to work under pressure
Policies and Procedures	Presentation Skills	Integrity
PMBOK best practices	Conflict Handling	Sense of Humour
Business Knowledge	Written communication skills	Resilience
Automotive Industry	Capacity Planning	Confidentiality
ICT	Management : Planning, Leading, Organising, Control (PLOC)	Inspirational
Facilities Maintenance Planning	Coaching and Mentoring	Motivational
Soft Services Management	Business Planning	Innovative
Relevant Acts and Legislation	Facilitation	Dynamic
Environmental and ISO / QMS Management	Performance Management	Work Ethics
	Performance Measurement	
	Quality Assurance	
	Maintenance Planning	
	Maintenance Optimisation	

4. OTHER SPECIAL REQUIREMENTS

- Own reliable transport essential

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B) DECISION MAKING

What are the most regular and complex challenges in the job? Please provide a couple of examples of regular problems that need to be resolved and not ad hoc scenarios or cases. Also indicate how these problems or challenges will be resolved.

- Complex project environment and multiple varied facilities (sites)
- Capacity and competency to deliver on project requirements
- Legal responsibility and their implications
- Ensuring quality in the output deliverable
- Dynamic nature of the costing sensitivities in the market – concept funding to plan vs. market costs movements over time
- Regulatory environment vs. business requirements

Please name the resources utilised by the jobholder to solve problems or make decisions, e.g. the internet, manuals, policies, procedures, external resources, etc.

- The internet, manuals, policies, procedures, internal/external resources, various legislation, industry bodies/forums

Please provide the typical planning cycle of the job – macro as well as micro planning, e.g. macro – 3 – 5 years and micro – 1 year. Also provide examples to elaborate on the answer.

- Micro – Weekly, monthly, quarterly, annually.
- Macro – 3 year strategic project planning

How long will it normally take before the impact of the judgement calls made by the jobholder will be felt in the business?

- Immediate,
- Or longer term

What type of practices, procedures, policies, systems or outputs does the jobholder influence or change in his/her role as a Professional/Technical consultant or specialist – operational, tactical or strategic? Please apply the 60/40 rule and provide examples to elaborate on the answer.

- Strategic direction
- Tactical budgets
- Operational procedures and processes

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C) ACCOUNTABILITY

What type of decisions can the jobholder take within his/her area of accountability and what type of decisions will typically be referred to the direct manager for sign off? Please provide a couple of examples of regular decisions/problem solving or judgement calls and not ad hoc scenarios or cases.

Jobholder accountability

- Within delegated authority
- Related Acts and Legislation
- Delegated Accountability/Responsibility -- Health and Safety

Referral to Line Manager for approval

- Some strategic issues

D) COMMUNICATION

Please provide examples on the context, range and complexity of subject matters being communicated by the jobholder as well as the context, format and process of communication used to reach the target audience. Please refer to both verbal and written communication.

(Concentrate on issues that make the communication process complex, e.g. communicating information to an audience that is not familiar with the concepts and technology, communicating to an audience that has their own opinions and the subject matter is of such a nature that no single interpretation can definitely be shown to be correct and the jobholder has to persuade the audience under these circumstances of what he/she thinks the best practice is, etc.)

- Verbal – networking, negotiations, presentations, facilitation of discussions, engagement with stakeholders, and the like
- Written – strategic and operational plans, presentations – internal and external, reporting, e-mail, network correspondence

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APPROVED BY 2ND LEVEL LINE MANAGER

Signature: _____ Date: _____

APPROVED BY 1ST LEVEL LINE MANGER

Signature: _____ Date: _____

CONFIRMED BY HR EXECUTIVE

Signature: _____ Date: _____