

## Job Specification - Operations Manager

### Reporting Line

The incumbent will report to the Group Chief Operating Officer (“COO”).

### Main Purpose of the Role

The incumbent will be responsible for the following:

1. To investigate, analyse and implement any generalised or country specific operational and/or systems challenges which might arise from time to time and/or as directed by management.
2. To assist in implementing, training and entrenching the Select operational culture into our various businesses. This will be done through monitoring and dissemination of all activities, data and reports to ensure they conform to established Standard Operating Procedures (“SOP’s”) and Policies, conducting periodic monitoring visits to countries and branches. This includes management and monitoring of the monthly Internal Audit Templates (“IAT’s”).
3. To assist in identifying areas of weakness within the various Group companies’ Standard Operating Processes and infrastructure, to facilitate improvement thereon, in order for the organisation to grow and achieve its goal.
4. Management of staff and/or physical infrastructure, as well as all data and intellectual property, within your domain.
5. To assist in the establishment and commissioning of new businesses in various countries through training, drafting of SOP’s and possible site visits

### Key Deliverables of the Operations Manager

Manage Operations across all disciplines including, but not limited to, Sales, Marketing, Collections, Human Capital, Administration, Operations etc.):

1. Operational problem identification and analysis: Effectiveness in analysing operational problems and challenges, and the integrity of the corrective actions recommended.
2. Operational problem corrections: Effectiveness in implementing agreed upon solutions, as well as the effectiveness of results of such actions, both quantitative and qualitative.
3. Business planning and implementation: Assist with the preparation and implementation of agreed business plan(s) for new businesses in various countries.
4. Staff performance management: Work with Group COO to assist in driving the Group’s performance management philosophies down into every level of the staffing structure, to monitor and manage implementation and adoption of same by country management, and to monitor and manage compliance with performance philosophies and Key Performance Indicators (“KPI’s”) per staff member, per region etc.

### The Candidate

We seek the following in our desired candidate:

### Qualification Requirement

A Bachelors’ Degree (such as a Bachelor of Commerce Degree in Financial Sciences, Accounting & Finance or Business Management) is essential.

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## ***Experience / Background Preference***

1. The company will only look at candidates who have no less than FOUR years relevant, working experience.
2. Previous experience within Financial Services will be highly advantageous.
3. Candidates with experience in supporting financial systems, with specific focus on business process and reporting, will be given priority.
4. Candidates should be financially astute with strong technical capabilities.
5. A strong command of English, both written and verbal, is a requirement of the job.

## ***Key Competencies***

The successful candidate will need to demonstrate the following:

1. Ability to gain technical knowledge on key systems quickly.
2. Ability to work in a structured and disciplined manner, finding permanent solutions to problems and challenges when they present.
3. Challenge the status quo in order to achieve a culture dedicated to continuous improvement and best practices.
4. Ability to extract relevant information from users and convert it into technical executables.
5. Apply a systematic and logical approach in order to achieve accurate results.
6. Be alert to changing situations, show flexibility in approach, adaptability in difficult circumstances and continuously strive to achieve meaningful results.
7. Ability to analyse information, pick up inaccuracies and take corrective actions to prevent future occurrences.
8. Ability to facilitate communication between technology vendors, internal Group IT and Business users is vital.
9. Ability to juggle numerous tasks simultaneously (requiring effective co-ordination and communication).
10. Ability to work in a high-pressure environment and to meet deadlines.
11. Ability to work with different cultures and personalities.
12. Have drive, assertion and the ability to communicate with others in a logical manner.
13. Be assertive and have the ability to execute agreed tasks and deliverables.
14. Be logical, analytical and accurate in the preparation of information.
15. Strict attention to detail.

## **Location**

The position is based at our Johannesburg office located at Illovo Edge Office Block, Building 4, 9 Harries Road, Illovo, Sandton.

By nature of the group, travel will be required from any staff member of the company from time to time. In this particular role the successful candidate should be prepared to travel a minimum of five working days a month, possibly more.

## **Compensation**

An annual cost to company remuneration package, which will be commensurate with the technical skills and experience of the successful candidate.

Please forward applications to Tracey Strong: [strongt@africanalliance.com](mailto:strongt@africanalliance.com)

**If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please be assured that we shall retain your application and will be in touch should a suitable opportunity arise in the future.**