

VACANCY FOR:

BUSINESS MANAGER - OPERATIONS

JOB TITLE:

Business Manager - Operations

REPORTS TO:

Chief Operating Officer

JOB SUMMARY:

To continuously monitor, improve and automate operational performance and operational efficiency as core inputs into performance management.



JOB RESPONSIBILITIES:

Responsibilities

The resource person will be tasked with the following responsibilities, which constitute Key Performance Indicators (KPIs) that are also linked to the departmental Service Level Agreement in accordance with the Company's outcome-oriented philosophy:

Operations:

1. Ensure continuous process improvement in all back office functions – e.g. Admin, Procurement, IT, People Operations (including Knowledge Management), Finance (administrative component), Compliance, Corporate Communications, etc., including timely treatment of requests and resolution of challenges.
2. Ensure continuous process improvement of cross-departmental activities, e.g. internal control/audit, in-house due diligence (environmental & social, KYC/integrity), internal requests for approval, staff appraisals, client invoicing, bill payment, event management, recruitment exercises, departmental reporting, budget preparation, real-time back-up of key files, etc., including

completeness and effectiveness of standard operating procedures (SOPs).

3. Deputise performance management responsibilities of the Chief Operating Officer while emphasising a data-driven, objective approach, with full awareness of all relevant SOPs – e.g.:
 - Tracking back office and mid-office performance against service-level agreements through well-designed inter-departmental feedback mechanisms and internal control reviews;
 - Conducting mid-year appraisals;
 - Conducting full year appraisals;
 - Assessing external service providers.
4. Deputise administrative responsibilities of the Chief Operating Officer while emphasising use of automation to improve efficiency, with full awareness of all relevant SOPs, e.g.:
 - Tracking IT implementation of new systems and upgrades;
 - Expense approvals;
 - Other approvals – e.g. signing agreements, internal memoranda, use of pool cars, etc.
5. Catalogue all updates to Company Policies and SOPs on a monthly, quarterly and annual basis and issue reminders for policies to be reviewed by Management and/or Board Committees in a timely manner.
6. Review and flag approval delays, whether within applications (e.g. expense approvals, appraisals) or at line manager, inter-departmental or Management level through monitoring of systems and timely engagement with personnel across the business.
7. Document operational gaps in incident reports, identifying the root cause of the gap (e.g. lack of SOP, failure to follow SOP, inadequate learning materials, control failure) and tracking remediation thereafter.
8. Work with function heads to prepare and automate e-mail reminders of key processes and protocols – e.g. travel bookings, use of meeting rooms, updating client/transaction information, professional etiquette, document storage, etc.

9. Support preparation of monthly Operations Report and semi-annual Continuous Improvement Plan.
10. Other ad-hoc duties as may be assigned by the Chief Operating Officer or Chief Executive Officer.



QUALIFICATION AND EXPERIENCE

1. Minimum seven (7) years of core Operations experience, including performance management and quality control responsibilities in an office setting.
2. Graduate degree qualification.
3. Process-oriented professional with an acute level of attention to detail.
4. Well-versed in controls assessment and root cause analysis of operational gaps.
5. Experience with and high capacity to identify and remedy process inefficiencies (e.g. through process streamlining and/or automation).
6. Self-starter, with high standard of excellence and proactive approach to problem solving.
7. Excellent organisational skills and the ability to manage time effectively in a fast-paced environment.
8. Good communication skills, with an ability to engage effectively with personnel across all business functions.
9. Proficient use of MS Office Suite, including Word, Excel, Power Point, etc.



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