



Society for Family Health (SFH) is a South African affiliate of Population Services International (PSI), an international NGO network that operates in over 50 countries. SFH in South Africa currently concentrates on issues of HIV/ AIDS with the view to strategically expand to other public health areas. As part of its HIV/AIDS control efforts, SFH is using social marketing to motivate behaviour change concerning consistent condom use, HIV testing, and other safer behaviours. SFHs is seeking to fill the exciting and challenging role of Head of Operations.

<b>Title</b>	Head of Operations
<b>Department</b>	Operations
<b>Location</b>	Head Office (Parktown, Johannesburg)
<b>Employment status</b>	<b>4-month contract</b>
<b>Reports to</b>	Country Representative
<b>Manages</b>	Procurement, Fleet, Assets, Supply chain, Inventory, Facilities, Security and Safeguarding

Based in Johannesburg, the incumbent will supervise fleet, facilities, assets and manage risk & security to ensure efficient and cost-effective procedures within the PSI HQ guidelines. The job exists to facilitate a conducive, safe and secure working environment for staff, property and assets. The incumbent will be an effective communicator that is able to interact effectively with everyone in the workplace; with service providers, public officials and colleagues.

Duties and Responsibilities include, but not limited to:

### Fleet management

- Ensure that SFH vehicles (vehicles, caravans, trailers and motor bikes) serviced/repaired, licenced, insured, roadworthy and that they have the standard tools and accessories required by the traffic regulatory bodies.
- Identify reputable vehicle service providers and carry out periodic garage assessments to ensure SFH is receiving efficient services at best value for money.
- Carry out quarterly field support visits to assess condition, usage and roadworthiness of all project vehicles.
- Assess and allocate all vehicle booking requests in line set procedures and vehicle policy.
- Ensure that field supervisors have access to satellite tracking and monitoring of their fleet and conduct training to ensure that they can effectively use the system.
- Make follow ups on all forms of vehicle abuse dictated and ensure that corrective measures are taken.
- Approves all shuttle services request for local and international staff and visitors.
- Forecasts the monthly fuel requirements and ensure fuel allocated tallies with mileage to be covered.
- Provides technical support in the identification of suitable vendors of transport services & fuel.
- Oversees the allocation and reconciliation of fuel in QuickBooks and e-fuel to cards portal software for onward submission to finance for cost allocation.



## Lease and Property Administration

- Identifies and negotiates for the best office/warehouse space at the best rental per square metre, best location and best property conditions within the given budget.
- Negotiates rentals and manages the lease documentation from inception to the end of the lease, ensuring both lessee and lessor are operating within the terms of the lease.
- Initiates lease terminations where necessary, in accordance with the relevant individual lease provisions to avoid legal/financial penalties.
- Checks and approves all invoices for correct accounting codes for accounts and approves all rent and utility bill invoices within the given approval thresholds.
- Conducts quarterly inspections for leased properties and produce maintenance reports with recommendations.
- Rectifies /security/maintenance gaps at the leased properties.
- Responds and implements site requests for repair, maintenance and renovations

## Insurance Portfolio Administration

- Identifies the SFH's insurance needs based on program requirements
- Ensure that assets, staff and Board Directors are insured through insurance policies
- Compiles and submits updated quarterly Electronic Equipment schedules to the local insurer.
- Reviews and submits updated schedule of medical professionals on the Professional Indemnity policy to avoid gaps in insured practitioners.
- Lodges all insurance claims relating to all SFH policies, (verifying claim essentials like replacement quotations, police report, etc., up to completion of the release forms and claims settlement which also includes the payment split for SFH accounts.
- Recommends the requisite insurance cover for identified risks within the given budget and conducts frequent reviews to ensure that current insurance policy wordings and scope cover on all SFH requirements.
- To be the custodian and advisor to rest of management and staff on the various insurance policies of the organisation {Insurance policies being handled are Assets, Money, Electronic Equipment, Group Personal Accident, Public Liability, Professional Indemnity, Travel, Political Violence and DC Umbrella Policy.}

## Contract, Safety and Security Administration

- Identifies security needs at all rented premises and recommends the best and cost-effective solution (physical security, electronic security or a combination of both).
- Performs / Acts as first link for the contracted security companies in all security matters ranging from new contracts, contract terminations, *ad hoc* security requirements as well as special investigations.



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- Updates the country Travel Security Briefing & Security Manual and ensures alignment with PSI Global Security Policy & Procedural Guidelines.
- Provides input for the SFH Security policy/manual.
- Ensures all security incidents are tracked and regularly analysed, including but not limited to incident mapping of accidents/injuries, robberies/thefts, political demo's & riots etc.
- Coordinates quarterly Safety Meetings and ensures minutes well documented and up to date.
- Initiates local security training (e.g. Fire Drills/Evacuation procedures)
- Carries out continuous assessment of the socio-political operating environment and issues periodic security alerts to staff through Tree Call communication, broadcasts and mobile phone bulk messaging.
- Ensures all staff have had security awareness and evacuation procedures training.
- Manages and regularly monitors the office Access Control System.

### Budgetary Control

- Provides inputs for fleet, assets and services into the budget and monitors & reports on expenditure.
- Compiles monthly mobile phone usage schedule for the Executive Team for recovery of any excess to allocated mobile phone costs and submit same to payroll for recovery.
- Controls the office usage of landline facilities and initiates remedial action where excessive usage is identified.
- Determines furniture and equipment requirement projections in line with anticipated staffing requirements.

### Inventory

- Oversee preparation of monthly inventory reports and variance analysis
- Review and approve inventory adjustment entries as needed
- Ensure that all inventories have correct item code, accurate unit cost and quantities for each inventory location.
- Ensure the inventory locations/warehouse meet PSI Warehouse' minimum requirements

### Equipment Repairs & Maintenance and Asset Disposal

- Facilitates unscheduled and scheduled repairs and maintenance of office equipment (copiers, aircons, vacuum cleaners etc.) across the country platforms.
- Approves requisitions relating to office and equipment purchases, repairs, renovations and maintenance.
- Facilitates procedural disposal of obsolete vehicles, furniture and equipment via auction companies in line with the relevant donor guidelines.



## Security Vetting

- Receives requests of employees to be vetted from the Human Resources department through a memo, to conduct background checks as and when required.
- Generates a written request to Interpol, the Immigration Department and clearing agencies to check on validity of documents and background information.
- Receives written feedback and forward written results and recommendations to the requesting unit for them to make final decisions.
- Receives requests for vetting vendors when the need arises.
- Conducts background checks on the vendor's directors and the company through clearing agencies and conduct physical visits to their premises to establish company existence and capacity to do business with the SFH.
- Submits a written report with recommendations to the CR or relevant department Head for them to make decisions as and when necessary.

## Physical Security

- Maintains the security electronic systems to make sure they are working efficiently and serviced regularly by the system vendors.
- Makes sure static security guards are deployed in all the relevant units timeously by randomly carrying out regular checks on guard points to enhance physical security.
- Makes sure that sensitive units have adequate physical security.
- Identifies sources of physical security weaknesses by visiting and checking units in order to avoid burglaries on a quarterly basis.
- Establishes site security focal points & maintains regular communications with them.
- Reviews adequacy of access control, first aid kits, alarms, fire extinguishers, fire alarms, signage, & other physical controls
  - Carries out routine facility visits to all SFH facilities & partner sites as necessary to ensure SFH/Donor/Statutory prescribed safety & security SOPS are in place & are being implemented.

## Qualifications and Requirements:

- Post graduate qualifications in Operations Management / Business Management/ Project Management
- At least five years' management experience
- Ideally previous experience working in an organisation funded by PEPFAR, USAID or the Global Fund
- Demonstrated successful development of cohesive teams and growing the professional capacities of team members
- Measured and appropriate judgment, flexibility and willingness to work simultaneously on a wide range of tasks
- Must be democratic, responsive, accountable, diplomatic and transparent in all his/ her actions.
- Experienced in risk management



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- The ideal candidate should be able to think creatively and have excellent communications and interpersonal skills
- Analytical thinking and attention to detail and demonstrated ability to work well under pressure and tight deadlines
- Demonstrate humility, willingness to listen and learn in the company of colleagues as well as internal and external stakeholders
- Excellent, writing, presentation, and interpersonal communication skills
- Be willing to undertake frequent travel of up to 8-12 weeks a year in South Africa

*Other special requirements;*

- Own vehicle and driver's license