



Social Franchise Manager – Job Description

Hours: 8.30-4.30pm, Mon-Fri (37.5 hours, with 30 minutes lunch break)

Salary: Competitive

Annual leave: 6 weeks per year

Location: Wynberg, Cape Town

Reporting to: Operations Manager

Job purpose:

- 1. Oversee and support high quality implementation of the Shine Literacy Hour programme at Shine Chapters, and ensure compliance with operating standards across Chapters.**
- 2. Oversee the growth of Shine Chapters.**
- 3. Deliver training for all Shine programmes.**

RESPONSIBILITIES

Shine “Chapters” (social franchises)

- Ensure that Shine Chapters a) have the appropriate resources, guidance and support to implement the Shine Literacy Hour faithfully and to a high standard, and b) comply with the operating standards for Shine Chapters.
- Build strong and supportive working relationships with Chapter Managers and Chapter Partners. Act as the first point of contact for all questions and requests from Shine Chapters and potential Shine Chapters.
- Take overall responsibility for the Chapter Manual and Toolkit, ensuring information, guidelines and templates are fit for purpose and up-to-date, and making recommendations for changes that enhance impact and effectiveness.
- Lead quality assurance for Shine Chapters, using the Shine guidelines and tools.
- Implement systems for measuring impact and capturing learning from Shine Chapters, according to Shine’s monitoring and evaluation plan.
- Innovate and co-ordinate communication mechanisms across Shine Chapters, which enable efficient dissemination of information, ongoing sharing of good practice and effective peer support. Co-ordinate and liaise with Chapter Hubs.
- Co-ordinate the recruitment, training and set-up process for new Chapters.

- Keep the sustainability of all Chapters under review and provide support and advice as needed.
- Ensure that the Shine brand is properly promoted and protected by all Chapters.
- Undertake any other tasks relating to the effective running of Shine Chapters including managing a budget and setting up an implementation plan each year.
- Contribute to donor reports and proposal when necessary.
- Regular travel to Chapters located in KwaZulu-Natal, the Eastern Cape and around the Western Cape.

Training

- Deliver all necessary training for new Chapter Managers.
- Keep the training programme for Chapter Managers and volunteers under review, and make recommendations for changes as needed.
- Support the training team in delivering all related training.

Volkswagen Project

- Support and oversee the Volkswagen Project in the Eastern Cape
- Attend quarterly meetings and site visits of our Volkswagen project.

PERSON SPECIFICATION – SKILLS, EXPERIENCE and QUALITIES

Essential:

- A degree in a relevant area.
- At least three years' workplace experience in a related role in education.
- Experience of delivering training to adults.
- Demonstrable passion and commitment to primary education and/or early literacy.
- Excellent organisational skills, with high levels of attention to detail, and comfortable developing and implementing systems.
- Strong communication skills, including very good written and spoken English.
- Friendly and positive disposition, with professional demeanor and the ability to work effectively and collaboratively as part of a cohesive and supportive team.
- Proven ability to juggle a complex workload, prioritise effectively, take the initiative, problem solve, be flexible, and work with minimal supervision.
- Demonstrable proficiency in MS Word, Outlook, Excel, Power Point and internet use.
- Candidates must have a driver's license and their own car.
- Must be comfortable with travelling and driving in townships.
- Trustworthy and reliable, with the ability to handle confidential information discreetly.

Desirable

- A working knowledge of Afrikaans or Xhosa.
- Experience and understanding of data collection and monitoring and evaluation systems.
- Experience of working for a charity and/or with volunteers.