

March 2024

Operations Manager: The Service Dining Rooms

About us

The Service Dining Rooms (SDR) is one of the oldest Public Benefit Organisations in Cape Town. It was established by Ms Doris Syfret in the 1930s with the onset of the Great Depression. For more than 80 years, every weekday, year in and year out, we have provided one of the most basic human needs, a cooked nutritious meal, to the most vulnerable community. Meals are prepared at and served from our premises in Canterbury Street in the Cape Town CBD.

Key responsibilities of the position

The Board of the Service Dining Rooms seeks to recruit a suitably qualified person to fill the position of Operations Manager. The Operations Manager reports to the Board of SDR and has overall responsibility for the day-to-day running of SDR. He/she manages a small core team of between 5 and 10 permanent staff members who plan, prepare and serve meals every weekday and clean and prepare the premises for the next day's service. SDR does not currently operate on weekends – meals are currently served on weekdays only. The position requires daily interaction with homeless adults and members of vulnerable communities who eat at SDR's premises in the Cape Town CBD.

Other responsibilities include sourcing and coordinating food and other donations, dealing with suppliers and government entities such as the Department of Social Development and liaising with volunteers and donors. Responsibilities include the submission of high-quality reports to apply for funding from prospective donors or to continue receiving funds from existing donors.

The Operations Manager also represents SDR in public spheres at events and promotes the vision and mission of SDR. The Operations Manager is responsible for managing the day-to-day financial functions of SDR, such as the payment of wages and creditors and liaison with the bookkeeper and treasurer of the organisation as needed.

Your full expertise and commitment are required to ensure that this 87-year old NGO continues to operate to the highest possible standard.

Candidate requirements

- Must be energetic and self-motivated and have a calling to work with those in need
- Must be able to deal with vulnerable adults and people who have suffered from various types of abuse, have substance addictions, have criminal records and/or are difficult to work with
- Must have a relevant tertiary qualification (diploma or degree)
- Must have a minimum of three years' experience in the NGO sector, preferably in a position that where they had regular interaction with homeless adults or otherwise vulnerable people
- Must have a minimum of three years' experience in managing staff
- Must be proficient in the use of basic computer software such as Microsoft Word and Microsoft Excel
- Preference will be given to candidates with an educational background in social work or similar social sciences
- Preference will be given to candidates who have fundraising experience
- An understanding of the complexities of the Non-Government and Non-Profit Organisation environment at the provincial and national levels would be an advantage

- The successful candidate will be flexible and have the ability to work under extreme pressure from time to time, as well as being able to manage the daily demands with determination and stamina