



## **Advertisement – Operations Manager**

Philippi Village (Pty) Ltd, a mixed use business and eventing hub in Philippi, is looking for an Operations Manager with the relevant technical experience and know-how, as well as a passion for community and social impact. The Operations Manager will be responsible for the running of and operations associated with all departments onsite and for the overall day-to-day running of Philippi Village. The successful candidate will also need to be competent in determining department strategy, preparing any necessary policy or process, and implement same.

### **The primary duties, tasks and responsibilities associated with this role will be as follows:**

#### **Operations: Developing, amending and implementing operational systems**

- Provide operational support as Operations Manager onsite and work with all departments to ensure proficient running of Philippi Village, including but not limited to supporting the tenanting, maintenance, safety and security, and projects departments;
- Identify any operational gaps in each department ( policies, processes and procedures) and develop necessary operational systems to address the gaps;
- Review, amend and update existing operations manual and systems;
- Increase efficiency onsite and implement any necessary operational or technical systems;
- Ensure departmental tasks and deadlines are completed and adhered to.

#### **Reporting**

- Run and coordinate weekly team meeting;
- Collate, review and comment (where necessary) on departmental weekly reports and monthly reports;
- Prepare and collate weekly and monthly operational report to be submitted to CEO and Finance Manager;
- Collate and review all reports which fall within scope of operations portfolio (such as security incident reports or placemaking reports);
- Conduct and run weekly individual department status meetings and include anything material in weekly or monthly report to CEO and Finance Manager.

#### **Department monitoring and support**

- Day to day running of departments;
- Problem solving/assisting the team with problems to streamline day to day operations;
- Provide support to onsite security and liaise with the Head of Community Safety regarding security reports, supporting the security function onsite and planning
- Assisting different departments with the planning and execution of tasks.

#### **Health and Safety**

- Act as the H&S Officer for Philippi Village;



- Ensure H&S file is up to date and in order all times and ensure compliance at all times for the whole Philippi Village;
- Overseeing health and safety policies in practice (including policies relating to notifiable infectious diseases);
- Submit monthly H&S report to CEO, Maintenance Manager and Finance Manager;
- Ensuring H&S standards are maintained at all times;
- Assisting with and reporting back on any H&S audits or similar.

#### **General:**

- Assisting the CEO with certain tasks and offering support when needed;
- Attending meeting with local organisations, business forums, CoCT line departments and other similar stakeholders.

#### **Human Resources**

- Responsible for onsite HR including but not limited to attendance reporting, leave management and submitting employee details monthly for payroll;
- Make sure staff files are up to date;
- Experience with and understanding of the processes associated with COIDA, OH&SA and the LRA.

#### **Personal Competencies and Required Experience**

- A minimum of 4 (four) years' experience in a similar operations manager role is required;
- Having the appropriate technical skill and understanding is mandatory.
- Vibrant
- Strong leadership skills and management experience
- Technical and practical thinker
- Comfortable with public speaking
- Organisational skills
- Time management
- Being fluent in Xhosa will be advantageous
- Ability to be flexible with your time (please note that the successful candidate will be required to work overtime and weekends, as required)
- Interpersonal skills.