

Regional Operations Manager Click Foundation Online Education Support Johannesburg based

JOB DESCRIPTION IN BRIEF

- To be responsible for the deliverables of the Click Foundation Online Education Programmes.
- The Gauteng Regional Operations Manager will look after environments & partners who are based in Gauteng, Mpumalanga & KZN
- The role will be responsible for meeting deadlines, logistics, partner liaison, status reporting, project documentation, monitoring, growth potential, mentoring and training, and communication and co-ordination within the region.
- Reporting to the Chief Operating Officer.

KEY PERFORMANCE AREAS

- Successful **implementation** of Click Foundation Online Education Programmes as per agreed objectives
- **Logistical management** including the preparation, co-ordination and follow up on project deliverables and milestones
- **Relationship building** with key stakeholders including mentoring of facilitators and educators.
- Timeous and accurate **project planning and reporting** as per Click Foundation schedule. This includes the monitoring of the schools' usage and performance and executing plans to improve where required.
- **Growth and development** of Click Foundation Online Education Programmes at current and new environments.
- **Team management** including hiring and training of regional employees

RESPONSIBILITIES

Operations and Logistics

- Develop operations implementation plans for the region
- Implement the organisation's plan and oversee development of projects in region
- Plan for maximising capacity at environments, including procurement of computers and solving connectivity issues, making sure all computer rooms are fully functional and fully capacitated
- Solving challenges that may be presented
- Oversee and plan work done by service providers
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Regular meetings with Chief Operating Officer around operational plans, standards,

systems and processes.

Relationship Building

- Identification of growth opportunities within the region
- Communication and management of external service providers and local district and circuit officials and the IT support/e-learning advisors
- Develop relationships and communication structure with school principals, Foundation Phase educators and facilitators
- Represent the Click Foundation at appropriate meetings and events

Reporting, Database Management, M&E

- Collation of reports to management and to 3rd parties – weekly, monthly, quarterly and annual
- Database management and ensuring integrity of data for the region
- Collation of required documentation and data maintenance
- Analysing of reports, regular project evaluation and regular feedback to Head Office

Training and Development

- Train, mentor, monitor and support team
- Support all regional training and development plans, liaising closely with the Trainer
- Training teachers and facilitators in workshops on ad hoc basis
- Training and mentoring support to environments – development of facilitators and building relationship with teachers

Processes and Procedures

- Improve the regional operational systems, processes and policies in liaison with the Chief Operating Officer - specifically, support better management reporting, information flow and management, business process and organizational planning
- Making recommendations on how to increase efficiencies, reduce implementation times, and improve environment satisfaction.

EXPECTATIONS

- Operational visits to environments
- Create sustainable environments through capacity building
- All environments under your direct management are meeting or exceeding expectations
- An understanding of the online programmes through usage and keeping up to date with technology developments
- Team management responsibility

QUALIFICATIONS AND WORK EXPERIENCE

- Minimum qualification Matric Graduate
- Strong Project management/operations experience in a multi-site organisation (At least 4 to 5years experience)
- Strong organizational and planning skills
- Management, communication and people skills



- Financial Literacy – ability to create and manage budgets
- Excellent computer skills and proficient in excel, word, outlook, and power point (Dropbox advantageous)
- Background experience with computer troubleshooting and installation
- Excellent communication skills both verbal and written

PERSONAL ATTRIBUTES

- Flexible and able to multi-task: can work within an ambitious, fast moving environment, whilst also driving towards clarity and solutions; demonstrating resourcefulness in setting priorities and guiding people and systems
- Ability to work under pressure and think on their feet
- Attention to detail, sound administration skills and ability to work co-operatively with others
- Energetic, proactive, self-starter who is able to use initiative and work independently
- Willingness and openness to learn new things
- Enthusiastic about E-learning and technology
- Delegates appropriate responsibilities effectively
- Valid driver's license and own transport – willingness to travel to rural areas and townships

OTHER RESPONSIBILITIES

The Regional Operations Manager may be required to perform other duties outside of the responsibilities outlined above. The Regional Operations Manager will be expected to execute these duties on request. Responsibilities could be altered as the region grows and depending on the skill set of the appointee. There will be travel required for this role.

THE CLICK FOUNDATION

The Click Foundation was established in 2012 to use innovative technology-based solutions to meaningfully impacting education for individuals. Our focus is on Foundation Phase literacy and maths, using online self-paced learning programmes where learners have the ability to create their own learning journey in a fun and motivational way. The programmes used are rich in content with both visual and auditory stimulation. The current programmes that are being used are Reading Eggs and Mathseeds. The Foundation operates nationally with over 15,000 learners.

For more information on The Click Foundation: www.clickfoundation.co.za

Package dependent on experience.

To apply submit a CV to martine@clickfoundation.co.za

