

Regional Operations Manager – The Click Foundation Johannesburg and/or Cape Town based

THE CLICK FOUNDATION

The Click Foundation is a fast growing organisation that uses technology-based solutions to impact education for individuals. We have been operational since 2012 and have reached over 40,000 learners with online literacy and Maths programmes. The programme runs predominantly in primary schools across South Africa. We are now looking to expand rapidly with a goal of 1 million learners by 2022 and need to bolster up our regional operations in the Cape and Gauteng.

www.clickfoundation.co.za

JOB DESCRIPTION IN BRIEF

Reporting to the COO, the organisation is looking for an individual to plan, manage and execute regional operations. They will need to be able to identify relevant opportunities for growth and create the strategy and plan in this regard. They will be responsible for managing multiple projects, successful implementations and reporting, whilst improving performance, productivity, and efficiency of operations. They will manage a team to ensure implementations are rolled out in line with The Click Foundation strategy and in budget.

KEY PERFORMANCE AREAS AND RESPONSIBILITIES:

- **Operations, Logistics and Project Management** – Ensure that project planning is done for all implementations, deadlines and deliverables are met, to ensure rollouts are successful and cost effective
- **Team Management and Development** – Supervising, mentoring and day to day management of regional team members
- **Growth** – In order to meet the goal that the Click Foundation has set itself for the next 5 years, you will need to be a contributor to identifying the opportunities for growth and building, developing and maintain key stakeholder relationships.
- **Processes and Procedures** – Improve and streamline operational systems, communications, technical systems and best practices
- **Reporting and Financials** – Ensure your region submits their operational budget and reports in line with the organisations strategy and procedures
- **IT Support and Innovation** – Research latest trends, ensure team is using technology to increase productivity and deliver IT support where required

OPERATIONS, LOGISTICS AND PROJECT MANAGEMENT

- Main point of contact for the region's operations team
- Oversee and monitor all project plans from inception through to implementation to ensure deadlines and deliverables are met

- Assist and mentor the operational team with technical advice, logistics, costing and assessing quotes
- Ensure that all projects are undertaken within the budget, strategy and vision, with regular feedback and status update to the COO
- Planning and collation of environment project plans for sign off by COO
- Regular meetings with regional teams, ensuring challenges are addressed and solutions are found
- Coordinate additional meetings as required with key staff to move projects forward
- Produce necessary project reporting
- Supervise internal processes, ensuring that quality and standards are kept high at all times. This includes doing quality assurance visits to sites
- Provide monthly reports to management on all current and pipeline projects
- Achieve internal progress targets and enhance customer service quality
- Implement and roll out the organisations internal monitoring and evaluation initiatives

TEAM MANAGEMENT, DEVELOPMENT AND TRAINING

- Recruit human capital in line with organisational strategy and sign off
- Internal training and mentoring of team
- Performance appraisals to be conducted with team
- Supervise team members responsible for on the ground project deliverables
- Ensure team is using the organisations communication tools effectively and submitting their reports timeously
- Meet regularly with the team to discuss progress on all current projects
- Ensure each region is planning and executing their respective training needs with the trainer
- Deliver input into the trainer's training strategies to increase the organisations effectiveness
- General oversight and day to day management of team members
- Mentor team members and ensure ongoing continuous development

GROWTH AND RELATIONSHIP BUILDING

- Identify areas of strategic growth
- Development of the proposed project plans and budgets to support the growth to present at EXCO.
- Networking with partners, district officials, key stakeholders and suppliers ensuring that good relationships are maintained and/or created
- Identify opportunities for collaboration and new project ideas

PROCESSES AND PROCEDURES

- Adhere to and be familiar with all processes and procedures
- Improving operational management processes and best practices to ensure that the organisation can scale rapidly
- Provide regular review to COO of internal procedures that is in need of updating, to maintain integrity and relevance of systems in place

REPORTING AND FINANCIAL

- Review and analyse weekly and monthly management reports, identifying environments in need of intervention
- Escalate challenges to COO timeously
- Meet with COO monthly evaluating progress, impact and addressing any challenges
- Ensure all regional co-ordinators plan and submit their operational budgets/project plans on



time

- Ensure all district plans and budgets are signed off and procedures are followed prior to implementation
- Contribute to the funders reports as required
- Check accuracy and sign off on team member's expenses

TECHNICAL\IT SUPPORT

- Oversee Information Technology support services' service level agreements (SLA's) and ensure that services rendered are to standard
- Management of the relationship with the regions technical support providers, tracking call outs, managing billing and writing of monthly reports
- Coordinate and manage solutions to ensure that computer lab down times are kept to the minimum
- Identify potential support services in regions where we expand and procurement where necessary
- Research and implement the latest and most efficient software and hardware solutions to achieve operational excellence and cost savings

STRATEGIC

- As a member of the Management Committee (Manco), contribute to short and long term organisational planning and strategy with an emphasis on growth and scalability
- Contribute leads on potential funders/strategic partners
- Own certain special projects as volunteered or assigned

REQUIREMENTS

SKILLS

- Bachelors Degree or equivalent
- Strong Project Management/Operations experience in multi-site organization. At least 5 to 8 years' experience
- Proven work experience in project/operations management
- Strong Information Technology knowledge
- Above average knowledge of administrative effectiveness and operations management
- Good knowledge of budget planning and execution, with familiarity of business and financial principles
- Excellent computer literacy skills and proficient in Excel and other Office software
- Knowledge of labour legislation and practices advantageous
- Strong interpersonal, management and leadership skills – ability to communicate and motivate team
- Strong conflict resolution skills
- Strong planning and organisational skills
- Strong analytical and conceptual skills
- Excellent English, written and oral communication skills
- Excellent attention to detail



PERSONAL ATTRIBUTES

- Solution orientated, innovative and creative in the approach for finding solutions
- Ability to work under pressure, think on their feet and take initiative
- 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
- Willingness and openness to learn new things
- Delegates responsibility effectively
- Collaborative working style
- Honest and trustworthy
- Valid driver's license and own transport – willingness to travel overnight to other provinces, rural areas and townships

OTHER RESPONSIBILITIES

There will be other requests asked of the individual outside of the responsibilities outlined. Responsibilities could be altered as the organisation grows and depending on the skill set of the appointee.

Package dependent on experience.

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

Closing date: **30 November 2017**

