

Regional Administrator Johannesburg based – February 2018

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 1million 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 Regional Coordinator, the organisation is looking for an individual to be a support role to the Regional Co-ordinator (RC) assisting and managing the schools within the region. This is a field role with the individual conducting site visits, managing facilitators & environments, and reporting on assigned tasks. They will be responsible for multiple projects in the region, ensuring operational excellence and strong relationships at each. The role will also include other ad-hoc work that will arise from time-to-time.

KEY PERFORMANCE AREAS AND RESPONSIBILITIES

- **Operational and Logistical Administration** including preparation, co-ordination and follow up on project deliverables and milestones
- **School site visits** as planned with the Regional Co-ordinator including site reports/check lists to be completed during school visits
- **Relationship building** with key stakeholders including facilitator relationship management & mentoring
- **Disseminating information** to schools and Head Office as requested, management of usage reporting, collecting learner data and ensure integrity of learner data
- **Reporting**
- **Ad-hoc training**
- **Other administrative tasks**

OPERATIONS AND LOGISTICS

- Operational and administrative running of the e-learning products at the environments is the main task of this role, ensuring operational excellence
- Conduct school site visits whether it is to do quality control, address challenges, deliver goods, attend meetings, training etc. Current/potential environments will be identified to the individual, and a site visit timetable agreed upon
- The individual will then visit each of these partners using the site check tools given, and collating feedback requested
- During visits the individual will need to check the running of the programme using check-lists provided. While on site, the environment is to be assisted in any challenges they may be facing, solutions to be found and addressed if possible. They will need to feedback any challenges or successes encountered during the visit
- Management and distribution of hardware
- Oversee and plan work done by technical support providers as agreed and signed off by the Regional Coordinator, making sure all computer rooms are fully functional and fully capacitated
- Onsite technical problem solving where applicable
- Various communications from Click Foundation to be provided to the school, giving feedback to facilitators, teachers and Principals when requested

- Escalate challenges to Regional Coordinator timeously
- Regular meetings with Regional Coordinator around operational plans, implementations, expansions etc

RELATIONSHIP BUILDING

- The role will include managing & mentoring the facilitators and ensuring they are running the program correctly, as well as communicating information to them where needed
- Provide training to facilitators where needed
- Identification of growth opportunities within the region
- Develop strong relationships and communication structure with school Principals, Foundation Phase Head, Educators, E-Learning Advisors and facilitators
- Represent the Click Foundation at appropriate meetings and events

REPORTING, DATABASE MANAGEMENT, M&E

- Management of usage reporting by disseminating usage results on a weekly basis to each environment. This includes following up on any inactive learners, resolving exceptions and escalating any challenges.
- Set & ad hoc reporting will be expected on a weekly/monthly basis, reporting to the Regional Coordinator
- Collation of required documentation and data maintenance. As we expand we need to make sure we get demographics in the correct format from each school. Role will support the facilitators in getting this to Click timeously and correctly
- Analysing of reports, regular project evaluation and regular feedback to Head Office
- Manage the implementation and running of the termly in-house EQuiz

TRAINING AND DEVELOPMENT

- From time-to-time Click might introduce new programmes. Administrators will need to up-skill on the programme and be able to train environments where applicable
- Prepare launch materials and assist in the launching of new environments

OTHER

- 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.

QUALIFICATIONS AND WORK EXPERIENCE

- Matric certificate
- Good organisational and communication skills
- Good administrative skills, including diary management
- Good command of the English language
- A sound knowledge of technology
- Excellent computer skills – basic to intermediate knowledge of Excel essential
- 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
- Collaborative working style
- Honest and trustworthy
- Passionate about making a difference in the lives of young learners using technology
- Valid driver's license and own transport – willingness to travel overnight to other provinces, rural areas and townships

CONTRACTUAL OBLIGATIONS

The candidate will be required to travel to and from identified environments, so own transport is vital. When working from the Click Foundation Office they will be placed at:

90 Grayston Drive
Sandton

The role will include a 3-month probation period which allows either party to terminate the contract with immediate effect with written notification.

Thereafter the contract will assume a full-time obligation. Termination will require a full month's calendar notice.

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

Closing date: **Friday, 23rd of February 2018**

