



Job Profile Chief Operations Officer

JOB INFORMATION SUMMARY	
JOB TITLE:	Chief Operations Officer (COO)
REPORTS TO:	Managing Director
PROPOSED PATERSON JOB GRADE:	E5/TASK 23
OCCUPATIONAL LEVEL	Executive Management
FUNCTIONAL AREA:	Office of Managing Director
COMPANY:	PIKITUP SOC (Ltd)
LOCATION	Pikitup Head Office Johannesburg

ROLE PURPOSE
<p>To develop, implement and review the entire operations of Pikitup to ensure a consistent standard of service excellence is developed and maintained that matches the strategic direction and intent of the City of Johannesburg and Pikitup and all the Service Delivery Agreement (SDA) requirements of the shareholder. Operation's responsibility covers the entire implementation component of the waste management value chain from collection, reuse, treatment and disposal. It includes the operations for both council and commercial service and the management of fleet.</p>

ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
<ul style="list-style-type: none"> Strategy Development, Planning and Reporting 	<ul style="list-style-type: none"> Formulate and align departmental policy and strategy within Pikitup policy and strategy; Ensure all standards and requirements of the SDA with the CoJ are met; Ensure IDP delivery; Ensure alignments in accordance with good performance practices; Align department resources to strategy; Scan environment to identify best practice; Provide strategic leadership: create an awareness of customer centred service delivery; Designing, planning and implementation of business strategies processes and procedures.
<ul style="list-style-type: none"> Oversee Operational Efficiency and Service Delivery 	<ul style="list-style-type: none"> Collections (Door-to-door collection (RCR); Separation at source; Bulk and Dailies Collections; Business RCR); Disposal (Management of the Landfill Sites; Garden Sites Operations; Compost Plant Operations; Medical Waste Thermal Treatment Facility Management; Buy back Centres and all DSM waste initiatives); To operate and manage waste disposal through landfill sites. To enable the process that is designed to minimise the environmental impact of waste by changing the physical Properties of waste or separating out and components of waste.



ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
	<ul style="list-style-type: none"> • Street sweeping and litter picking; • Clearing Illegal Dumps; • Oversee processes relating to continuous improvement; • Evaluate options re technical and other resources to enhance operational efficiency; • Encourage residents to separate their waste at their homes utilising a 3 receptacle model to reduce waste going to landfills.
<ul style="list-style-type: none"> • Contract Management 	<ul style="list-style-type: none"> • Ensure that all service delivery agreements are met and penalties for non-performance are imposed; • Manage fleet, disposal and other operations contract implementation effectively; • Ensure that processes to ensure procurement are done correctly and on time; • Conduct supplier performance monitoring; • Ensure contract implementation and performance reporting to management.
<ul style="list-style-type: none"> • Knowledge Management 	<ul style="list-style-type: none"> • Develop and implement optimal organisational structures; • Set human capital targets and manage staffing levels accordingly; • Manage all Pikitup deliverables; • Manage deliverables of direct reports; • Conduct quarterly performance reviews respectively; • Motivate and coach direct reports; • Inform direct reports of organisational development on a regular basis; • Identify training needs and implement PDP for direct reports.
<ul style="list-style-type: none"> • Compliance & Risk 	<ul style="list-style-type: none"> • Develop methodologies dedicated to reducing the company's carbon footprint in compliance to the environmental regulations set by the government; • Identify Operational risks that the company is exposed to and implement appropriate risk management strategies; • Ensure that operations adequately report on risk management; • Implement appropriate risk management strategies in Operations • Report on risk management.

KEY RELATIONSHIP INTERFACES
<p>Internal Key Relationships (to Pikitup):</p> <ul style="list-style-type: none"> ▪ Pikitup Board of Directors ▪ Managing Director ▪ Executives and Senior Managers ▪ Pikitup Staff, particularly large operations team <p>External Relationships (with departments and other key parties):</p> <ul style="list-style-type: none"> ▪ CoJ (Shareholders) ▪ Government departments ▪ Contractors ▪ Consultants

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Job Specific Requirements

Competencies (Knowledge, skills and attributes)

Skills	Technical / Professional Expertise
<ul style="list-style-type: none"> • Strong communication and diplomacy skills • Analysis and problem solving • Strategy formulation and implementation • Influence and collaborative skills • Effective verbal and written presentation at all levels • Report writing • Data analysis • Change Management • Program and Project management • Application hosting management and support management • Finance Management • HR Management • Strategic direction and Leadership • Governance Leadership 	<ul style="list-style-type: none"> • Integrity and Honesty • Strategic Thinking • Organising & Prioritising • Judgement and decision making • Building a vision • Adapting and responding to change • Developing relationships • Dynamic and influential • Networking and collaboration
<p>Knowledge:</p> <ul style="list-style-type: none"> • Understanding Municipal Finance management Act (MFMA) and related regulations • Knowledge of Treasury Regulations and Public Service Regulations • Knowledge of industry standards, best practice and trends in the discipline 	

Minimum Qualifications

- BSc (Hons), or Honours degree in Engineering, Business Management, Waste Management or General Management or equivalent relevant qualification
- Masters degree will be an added advantage
- Qualification in Municipal Financial Management Act (MFMA), candidates who do not possess this qualification will be required to acquire it within 18 months from date of appointment.

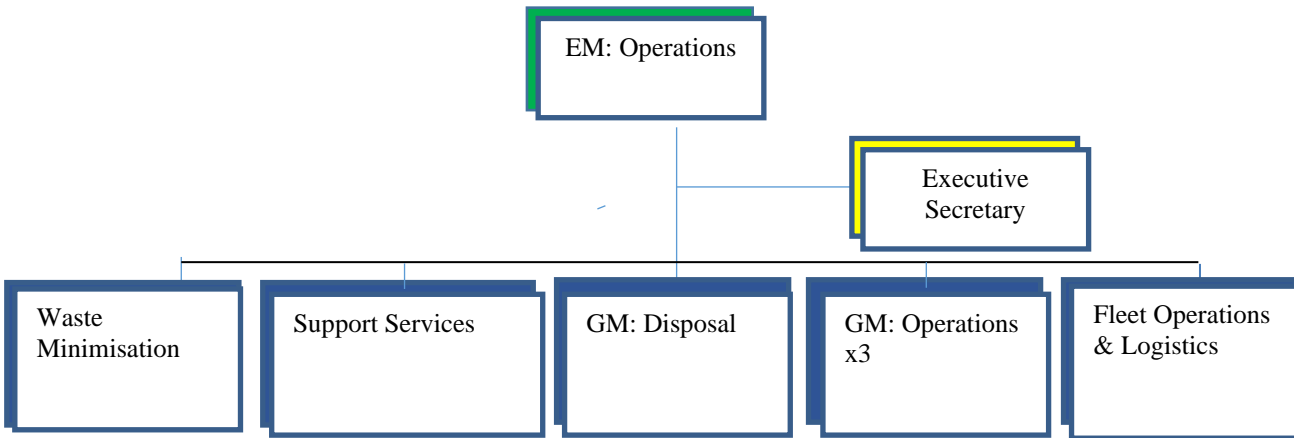
Minimum Working Experience

- 10 years' relevant experience
- At least 5 years' experience at a senior management level
- In-depth understanding of Operations
- Experience in the senior management of large core service of a City or large municipality is preferable
- Understanding of project management

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STRUCTURE



Job profile approved by:

_____	_____	_____
Name (Incumbent)	Signature	Date
_____	_____	_____
Name (1st level Manager)	Signature	Date
_____	_____	_____
Name (2nd level Manager)	Signature	Date