

## Job Profile General Manager: Operations



JOB INFORMATION SUMMARY	
JOB TITLE:	General Manager: Operations
REPORTS TO:	Chief Operations Officer
JOB GRADE:	E1
OCCUPATIONAL LEVEL	Senior Management
FUNCTIONAL AREA:	Operations
COMPANY:	PIKITUP SOC (Ltd)
LOCATION	Head Office/Various Depots

### Role Purpose

To provide strategic, technical and operational management support to the Chief Operating Officer in the transformation of Pikitup operations, with a specific emphasis on the depots, to a high performing organisation. This duty requires balancing a combination of gravitas and mature leadership to ensure delivery through influence, persuasion, coaching and direct intervention.

### Role Requirement

Essence of the role/Key Accountabilities	Key Activities
a) <b>Development and entrenchment of uniform Standards and Procedures to introduce and maintain a consistent standard of service delivery excellence across the City</b>	<ul style="list-style-type: none"> <li>• Drive alignment of the strategic direction of the Pikitup and organisational effectiveness;</li> <li>• Manage change initiatives and processes. Develop a depot operating manual and standard operating procedures;</li> <li>• Ensure consistency of operations and activities across all depots and garden refuse sites;</li> <li>• Ensure that all housekeeping activities are being followed;</li> <li>• Promote information and best practice sharing between depots.</li> </ul>
b) <b>Resource Optimisation</b>	<ul style="list-style-type: none"> <li>• Optimise resources (fleet and people);</li> <li>• Ensure key operational activities such as: bulk and dailies, informal settlements and illegal dumping are meeting the business plan targets;</li> <li>• Set up uniform and consistent interaction with JMPD around enforcement</li> </ul>
c) <b>Business Process and System Improvements</b>	<ul style="list-style-type: none"> <li>• Design and implement new business processes and systems.</li> </ul>
d) <b>Entrench Good Governance and compliance</b>	<ul style="list-style-type: none"> <li>• Resolve internal and external audit findings;</li> <li>• Track all internal audit queries to resolution;</li> <li>• Track all AG queries to resolution.</li> </ul>
e) <b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensure all necessary financial systems are in place;</li> <li>• Ensure participation in all SCM processes;</li> <li>• Liaise with facilities with respect to depot maintenance and upgrading and costs;</li> <li>• Work with fleet on the current and future management and</li> </ul>

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<b>Role Requirement</b>	
<b>Essence of the role/Key Accountabilities</b>	<b>Key Activities</b>
	maintenance of fleet; <ul style="list-style-type: none"> <li>Entrench sound financial management and ensure financial systems and controls are operational.</li> </ul>
<b>f) Contract Management</b>	<ul style="list-style-type: none"> <li>Ensure that robust contract management is in place.</li> </ul>
<b>g) Monitoring and Evaluation</b>	<ul style="list-style-type: none"> <li>Standardise and regularise monitoring, reporting and evaluation.</li> </ul>
<b>h) HR Management</b>	<ul style="list-style-type: none"> <li>Implement and maintain the biometric system;</li> <li>Manage employee relations at the depot level;</li> <li>Implement performance Management;</li> <li>Implement skills development programmes;</li> <li>Manage disciplinary and grievance backlogs;</li> <li>Deal with structures at depot level, functional design of depot structures and attending to long standing acting agreement;</li> <li>Carryout Human Resources Management and Employee Relations liaison and fast tracking of long outstanding Employee Relations matters.</li> </ul>

<b>KEY RELATIONSHIP INTERFACES</b>
<p><b>Internal Key Relationships (to Pikitup):</b></p> <ul style="list-style-type: none"> <li>Chief Operations Officer</li> <li>Executives</li> <li>Pikitup's Senior Management.</li> <li>Pikitup staff, particularly large operations team</li> </ul> <p><b>External Relationships (with departments and other key parties):</b></p> <ul style="list-style-type: none"> <li>City of Johannesburg (Shareholder)</li> <li>Government Departments</li> <li>Consultants</li> <li>Shareholders and the public</li> </ul>

<b>Job Specific Requirements</b>	
<b>Competencies (Knowledge, skills and attributes)</b>	
<b>Skills</b>	<b>Behaviours</b>
<ul style="list-style-type: none"> <li>Strong communication and diplomacy skills</li> <li>Analysis and problem solving</li> <li>Strategy formulation and implementation;</li> <li>Report writing skills</li> <li>Human Resource Management skills including performance management</li> <li>Conflict Management including negotiation and mediation</li> <li>Influencing and collaborative skills</li> <li>Effective verbal and written presentation at all levels</li> <li>Report Writing</li> <li>Computer skills including Ms Word and Excel</li> <li>Change Management</li> <li>Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Integrity and Honesty</li> <li>Strategic thinking</li> <li>Organising &amp; prioritising</li> <li>Judgement and decision making</li> <li>Building a vision</li> <li>Adapting and responding to change</li> <li>Developing relationships</li> <li>Dynamic and Influential</li> <li>Networking and Collaboration</li> </ul>

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<ul style="list-style-type: none"> <li>Basic Finance and Budgeting</li> </ul>	
<p><b>Knowledge:</b> State the job knowledge required</p>	<ul style="list-style-type: none"> <li>Strong commercial understanding</li> <li>Understanding of Municipal Finance Management Act (MFMA) and related regulations</li> <li>Knowledge of Treasury Regulations and Public Service Regulations</li> <li>Knowledge of the South African Auditing Standards</li> <li>Knowledge of Fleet and Logistics Management</li> <li>Knowledge of South African labour legislation</li> <li>Knowledge of industry standards, best practices and trends in the discipline</li> </ul>

**Qualifications**

Minimum	Ideal
<ul style="list-style-type: none"> <li>A bachelor's degree with majors/modules in related disciplines such as environmental science/ waste management or operations management</li> </ul>	<ul style="list-style-type: none"> <li>A postgraduate degree in a relevant field</li> </ul>

**Experience**

Minimum	Ideal
<ul style="list-style-type: none"> <li>A minimum of eight years' relevant operations management experience</li> <li>Five years senior management level</li> </ul>	<ul style="list-style-type: none"> <li>10 years operations management experience</li> <li>5 years' experience at senior management level</li> <li>Experience working in a local government environment</li> </ul>

**Job profile approved by:**

<b>Name (Incumbent)</b>	<b>Signature</b>	<b>Date</b>
<b>Name (1<sup>st</sup> level Manager)</b>	<b>Signature</b>	<b>Date</b>