JOB DESCRIPTION: ASSISTANT OPERATIONS MANAGER

Campus: Pretoria
Supervisor: Pretoria Operations Manager

Position Overview

To assist the Operations Manager with the supervision of maintenance, housekeeping, security, catering and landscape functions on the Pretoria campus.

Qualifications

- Matric certificate
- Certificate, degree or diploma or other appropriate credentials related to facilities or operations management
- Three years' qualified and evidenced experience in facilities management, facilities maintenance or facilities administration
- Prior experience in a school environment preferred
- Prior experience in construction/project management advantageous
- Good English language skills, both written and spoken

Attributes

- Demonstrate the aptitude or competence for assigned responsibilities
- Demonstrate the ability to take initiative and carry out assigned jobs to completion
- Manage time and resources well and demonstrates good organizational and leadership ability with strong interpersonal skills.
- Work under pressure when required and can work overtime as and when the role and responsibilities require it.
- Committed, motivated and able to achieve tasks in the required time frame
- Prepared to go the extra mile to achieve the School's goals
- A positive attitude
- Continuously pursues to improve skills through on the job or external training.
- Able to prioritize important matters and act on them accordingly.
- Able to resolve conflicts and manage grievances.
- Understand the importance that parents play in our community, that education is the key proponent in the organization, and that we serve the students and parents.

Preferred Skills and Experience

- A minimum of 5 years' experience in operations/facilities management
- Management experience within a multi-national environment
- Previous experience working in the educational sector advantageous
- Knowledge of local South African laws and practices required
- An understanding of, and insight into, the BCEA, LRA and OHS Acts, with the ability to apply the required principles

Key Performance Indicators

- Assist with establishing operations management strategies.
- Assist to develop and establish effective operations management solutions inclusive of techniques and processes.
- Assist to implement an effective and quality management system.
- Assist to set formal and measurable service level matrixes, performance targets and reporting strategies for contractors including an annual review of any Service Level Agreements.
- Assist to identify and manage corrective and enhancement actions.
- Assist to manage the Pretoria operations cost center.
- Create additional educational opportunities for learners.
- Promote the School as a premier learning institution where pride, ownership, responsibility and accountability ensure that learners, employees and parents work toward common goals and contribute meaningfully in society.
- Ensure compliance with OHS, BCEA and LRA acts and apply the required principles

General Duties and Responsibilities

- Manage existing daily preventative and routine maintenance of building and appropriate plant
- Liaise and collaborate with all role players internally and externally on maintenance, renovation and construction projects throughout the year, and over the winter
- Liaise with the Director of Operations, the Strategic Facilities Manager, and the Pretoria Operations Manager on all maintenance, renovations and construction projects
- Be available and willing to work overtime when required
- Supervise required maintenance, including the winter maintenance program
- Assume the role of acting Operations Manager in the Operations Manager's absence
- Supervise ongoing maintenance of building assets and the associated plant to ensure optimal functions of the School including plumbing, electrical and HVAC
- Ensure electrical supply, as well as water and sanitation demand and infrastructure, with public utilities service providers
- Control and manage the movement of school assets
- Work with appropriate third-party providers to ensure constant service and supply of infrastructure.
- Participate in the creation of the School's annual operational and capital expenditure budgets for Pretoria Operations.
- Perform a weekly inspection of school buildings and grounds to identify required pest control, maintenance and repairs, and ensure the safety of playground equipment
- Receive and process Maintenance Request Forms throughout the school year and during the winter break. Review requests for maintenance with the Operations Manager to ensure budget and funds are available
- Supervise services necessary to support curricular, extracurricular, special events, campus rental, and evening events
- Responds to maintenance and service requests during the work day
- Supervise maintenance of the swimming pool
- Assist to recruit, supervise and evaluate maintenance and cleaning staff
- Serve as a member of the School's Health and Safety Committee

- Responsible for coordination of all keys, door locks (except push button), and pad locks on the Pretoria campus
- Establish or adjust work procedures to meet scheduled work requirements
- Demonstrate flexibility by adjusting schedules to meet educational needs when required
- Responsible for regular maintenance of fire and burglar alarm systems
- Ensure compliance with the applicable BCEA, LRA, OHS, Acts
- Supervise a team of staff and ensure adequate resources are available to fulfil tasks
- Analyze and resolve problems and assist employees to resolve work problems
- Assist to evaluate staff regularly, and provide appropriate training and skills evaluations
- Complete any duties as assigned by the Operations Manager and/or the Director of Operations

Work Hours: 7:00 am to 4:00 pm, or as required, Monday through Friday. Overtime may be required, including on weekends