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