

## OPERATIONS MANAGER

LOCATION: UMHLANGA

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The ideal candidate will have a strong background in operations management, possess exceptional leadership skills, and demonstrate a keen understanding of optimizing business operations. The Operations Manager will play a crucial role in streamlining workflows, improving productivity, and implementing strategies to achieve organizational goals.

### Key Responsibilities:

- Drive the execution of operational plan through operational efficiencies, improved operational controls, innovating operational services and where possible cost reduction or as a minimum containment
- Process Optimization: Analyse information and reports to identify trends, discrepancies and inconsistencies for decision making purposes. Identify areas for process improvement, implement strategies, and develop standard operating procedures to increase efficiency and productivity across the various operational units.
- Resource Management: Effectively allocate resources, including, equipment, and materials, to meet operational demands and achieve business objectives.
- Quality Assurance: Establish and maintain quality control measures to ensure products/services meet or exceed industry standards and customer expectations.
- Budget Management: Develop and manage budgets for operational activities, closely monitoring expenses and identifying cost-saving opportunities without compromising quality and performance.
- Team Leadership: Lead, motivate, and coach a diverse team of staff, fostering a culture of collaboration, innovation, and high-performance.
- Procurement Management: Oversee the procurement process, from vendor selection and contract negotiation to order placement and inventory management. Collaborate with suppliers and vendors to ensure timely and cost-effective procurement of goods and services while maintaining quality standards.
- Inventory Management: Oversee inventory levels and implement strategies to optimize stock levels, reducing excess inventory and stockouts. Manage the distribution of company mobile phones, laptops, and other devices to staff.
- Health and Safety Compliance: Ensure compliance with all relevant health and safety regulations, implement safety protocols, and promote a safe working environment for all employees.
- Risk Management: Identify potential risks and develop contingency plans to mitigate disruptions to operations and maintain business continuity.

- Continuous Improvement: Stay updated on industry best practices and technological advancements to suggest innovative solutions that enhance operational efficiency and effectiveness.
- Crisis Management: Develop contingency plans to handle emergencies, disruptions, or unexpected events that may impact business operations.

### **Skills and Qualifications**

- Bachelor's degree in a related business or commerce or risk or financial management discipline
- Proven experience (5 years) in operations management or a similar role, with a track record of successfully optimizing processes and achieving operational objectives.
- Strong leadership skills with the ability to motivate and guide cross-functional teams.
- Excellent problem-solving and decision-making abilities, with a data-driven approach to decision-making.