

# JOB DESCRIPTION: OPERATIONS MANAGER

## JANUARY 2025



### 1. JOB TITLE

Operations Manager

### 2. REPORTING LINE

CEO

### 3. PURPOSE

To ensure the effective management of project and other operations through undertaking day to day support to the CEO, ensuring that immediate needs and long term sustainability of projects are met.

### 4. DELIVERABLES

#### **Operations support**

The ability to provide effective support to the CEO to manage operations of the organisation according to the JICP Operations Plan and to execute tasks at a high standard and on a timeous basis. This includes support on the preparation of JICP RFP's, submission of bids to funders, kickstarting new projects and handover to project teams.

#### **Project Management Support**

The ability to provide effective support to the CEO, the Project Lead and Project Team, if relevant, to manage projects of the organisation according to the Operations Plan, including project fundraising, at a high standard and on a timeous basis.

The following projects need to be managed:

- Walkable Network
- WozaWork
- Social Employment Fund
- Scaling Urban Nature-based Solutions for Climate Adaptation in Sub-Saharan Africa (SUNCASA)
- Other projects identified from time to time

### 5. Indicator monitoring and evaluation

- Continuous monitoring of the JICP indicators and targets
- Measuring the key objectives for each project to ensure meaningful impact

### 6. Stakeholder Engagement

- Support the CEO with stakeholder engagement on the principles of accountability, reciprocity, mutual respect and transparency
- Assist Inner City stakeholders with the identification of project partners and resources
- Build relationships and network across all partners, sectors and projects to ensure programme integration
- Explore additional areas of collaboration and linkages

### 7. Internal engagements

- CEO
- Programme Managers
- Finance and Corporate Governance Manager
- Marketing and Communications Lead
- Board Members

#### **External engagements**

- City of Johannesburg
- Provincial and National Government
- City Improvement Districts, especially in the Johannesburg Inner City
- Private sector – JoziMyJozi, JPOMA, GPMA, Johannesburg Inner City businesses

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- CBO's, NGO's and FBO's
  - Forum of Integrated Risk Mitigation
  - Universities and the research fraternity

### **8. QUALIFICATIONS AND EXPERIENCE**

- A minimum of a Bachelor's degree
- A minimum of ten years' experience in the following functional areas:
  - Project management
  - Operations Management
- NGO, NPC, PBO or similar experience is a bonus

### **9. COMPETENCIES**

- Advanced Programme/project management
- Communication Skills
- Lobbying and advocacy
- Creativity/Innovation
- Teamwork

### **10. WORKING HOURS AND TERM**

- 40 hours per week/8 hours per day
- 12-month contract. Extension to be considered in terms of performance and budget availability

### **11. WORK ENVIRONMENT**

- Flexible options – mostly remote and attendance of physical meetings and site visits
- We embrace teamwork, innovation, inclusivity, and a people-centred focus. Every team member's contribution shapes our supportive and vibrant work atmosphere
- Own transport, computer and phone.

### **12. REMUNERATION**

- To be negotiated subject to skills and experience.

**Send your CV to [ceo@jicp.org.za](mailto:ceo@jicp.org.za) by 7 February 2025.**