



VACANCY
OPERATIONS MANAGER, STELLENBOSCH

Position Title: Operations Manager, Head Office
Duration: Three-year contract
Location: Stellenbosch/remotely

Background

Peace Parks is a non-profit conservation organization that specializes in the development of Transfrontier Conservation Areas (TFCAs) and the long-term management of key protected areas within these landscapes. We currently focus on the development of four priority TFCAs throughout southern Africa and the co-management of nine national parks and protected areas covering over 3.5 million hectares within a larger TFCA landscape of over 650,000km².

Job purpose

The Operations Managers' primary responsibility is to coordinate all the various support and service departments including the human resources department, information and communications technology, geographic information and planning services, risk and compliance, monitoring, evaluation and learning, ensuring that this supports the core operations of the organization in a harmonious manner with the expected quality and standards. Improve operational management systems, processes and best practices whilst helping the organization's processes remain legally compliant.

By assuming this responsibility, the Operations Manager will thus enable each department to focus on their core services whilst freeing up the COO to direct more support of programmes and projects rather than the day-to-day minutiae of each department.

ROLE REQUIREMENTS

- Minimum of a bachelor's degree in a related area and +10 years professional experience in a non-profit/related position.
- Demonstrated experience in organizational/resource development, personnel management, and financial/budget administration and operational process control.
- Proficiency in Microsoft Office Suite; data analysis a plus.
- Highly organized with attention to detail; patience; ability to work independently and coordinate multiple, diverse projects, set realistic deadlines, and manage a timeline.
- Creative, flexible, and detail-oriented, with the ability to foresee and solve problems.
- Strong interpersonal skills.
- Excellent written and verbal skills.
- Prioritization skills and ability to service the organization's needs.
- Willingness to learn and grow with the organization.

KEY PERFORMANCE AREAS (KPA'S)

Coordinate activities and services provided by the support departments to ensure an aligned focus and the delivery of quality services to the core operations of the organization.

- Assist the COO in bringing operational context to the organizations strategy and provide direction to the PPF support departments.
- Works closely with the COO and the Senior Management team to develop, analyse, and strategize program goals and implement ensure cost effective solutions.

- Coordinate the delivery of services of the human resources department, information and communications technology, geographic information and planning services, risk and compliance, monitoring, evaluation and learning through liaison and daily interactions with the department heads.
- Ensure that each department has a well-defined operational strategy and annual operational plans that are aligned with the core operational needs of the organization at field operational (TFCA and Park) level.
- Review, realign and or adjust operational plans on a periodic basis.
- Play a key role in supporting program effectiveness and efficiency by providing comprehensive day-to-day operational support to the field and each functional area.

Develop, implement, and maintain the company policies and procedures

- Ensure that appropriate internal policies and procedures suitable to the needs of the business are in place and maintained.
- Maintain constant communication with managers, staff, and vendors to ensure proper knowledge and understanding of the company policies and procedures
- Increase the efficiency of existing processes and procedures to enhance the company's internal capacity

Ensure compliance, organization and structured workflow, performance management and reporting

- Fulfil statutory compliance requirements where applicable.
- Develop, implement, and maintain quality assurance protocols
- Implement department level performance reporting
- Collation of department level performance data for corporate level reports

Interested candidates are invited to submit a cover letter detailing their interest in and suitability for the position and a Curriculum Vitae, with full address, telephone number, email address and contact details of at least three contactable references. These should be submitted by **25 January 2023**.

A competitive salary package will be negotiated, based on qualifications and experience.

Applications should be submitted to:
Human Resources
Email: applications@peaceparks.org

SHORTLISTED CANDIDATES will be contacted to attend an interview. Should you not hear from us within two weeks from the closing date, your application was unsuccessful.