



Job Advert

TITLE	Head : Programme Operations
REPORTING TO	Executive Director
ROLE PURPOSE :	To support the achievement of NEDLAC’s mandate through strategy development in conjunction with the Executive Director and in consultation with the Constituency Leadership and to drive the implementation of this strategy through leadership and guidance of the Operations team.

KEY PERFORMANCE AREAS

Strategic and Operational Planning

- Draft a 5 year strategic plan and annual performance plan after engagement with all stakeholders.
- Identify key issues, questions and choices to be addressed as part of the strategic planning effort.
- Develop an action plan that addresses goals and specifies objectives and work plans on an annual basis, including overseeing the development of Chamber work plans.
- Build in processes and procedures for monitoring, and for modifying strategies based on changes.
- Ensure that each draft taken through the governance structures.
- Present the strategy to Internal Audit and the Auditor General for a final inspection prior to presenting it to the Minister of Labour for sign off.
- Implement the plan in accordance with policies, procedures and legal requirements.

Lead and drive implementation of Operations Strategy

- Manage programme implementation in line with the organisations Strategic Plan and Annual Performance Plan, Executive Council decisions and Management Committee decisions.
- Create and maintains a climate conducive to performance to ensure that the Secretariat delivers against objectives.
- Develop performance indicators for the Secretariat and implement in accordance with policies and procedures.
- Monitor and measures the operational performance in accordance with the agreed standards.
- Initiate pro-active and corrective actions as required to ensure optimal performance of the Secretariat.
- Provide feedback to the relevant role players as and when necessary.



- Address Auditors findings on the Information Technology department and develops plans to address these findings e.g. offsite backups, Information Technology policies.
- Ensure that Information Technology plays an effective support function.
- Ensure that the building is well maintained and secure through the effective and efficient management of the Administration and Facilities Unit/department.
- Conduct regular meetings with staff to assess progress and unblock issues.
- Manage operations within budget parameters.

Project Management

- Support the Executive Director in managing programme implementation in line with legislation, the Organisations Strategic Plan, Annual Performance Plan, Executive Committee and Management Committee decisions.
- Oversee and manage all project work relating to NEDLAC Chambers including research projects.
- Analyse business processes to ascertain inefficiencies in order to improve them.
- Support the CFO in preparing and managing the operational and capital budgets within the scope of portfolio.
- Approve budgetary expenditures within authorised limits or delegations.
- Oversee contract management for consultants engaged in Chamber related projects.

Human Resource Management

- Manage Senior Coordinators, Chamber Coordinators and Executive Administrator in the achievement of planned objectives and targets by ensuring that NEDLAC has a high performance culture.
- Clarify manager's roles and responsibilities, set performance objectives, manage and conduct performance reviews in accordance with policies and procedures and take corrective action where necessary.
- Implement a management succession and retention plan.
- Build a pro-active environment where the managers can take responsibility for results.
- Identify critical skills essential for the sustainability of service delivery and the development of succession plans.



Strategic Stakeholder Relationship Management

- Ensure and enables clear and open communication with stakeholders.
- Build trust by making attempts to achieve the goals that stakeholders are working towards by showing commitment.
- Engage key stakeholders regularly in order to strengthen programme delivery.

Monitoring and Reporting

- Support the Executive Director in reporting monthly, quarterly and annually to the Executive Authority, Executive Council, Management Committee and Overall Convenors on Nedlac's progress.
- Quality assure reports and documents to ensure accuracy, completeness and relevance, including Chamber reports and documents.
- Identify the relevant role players for the report development process and assign responsibility for the development of reports.



Competencies

- Programme Management
- Project Management
- Strategic Planning
- Leadership Skills
- Strategic Relationship Building
- Communication and Influence
- Presentation Skills
- Consultation Collaboration
- Analytical Thinking
- Employee Management
- Basic Financial Skills
- Monitoring
- Report Writing Skills



<p>QUALIFICATION AND EXPERIENCE</p>	<p>Bachelor's Degree in socio-economic studies. Minimum 10-15 years' experience with 10 years being in a developmental environment and 5 years in a senior management role. Microsoft Office – Outlook, Word, Excel and Powerpoint</p>
<p>CLOSING DATE</p>	<p>30 October 2016</p>