

## OPERATIONS MANAGER JOB DESCRIPTION

<b>POSITION</b>	Operations Manager
<b>SUPERVISOR</b>	Chief Executive Officer (CEO)
<b>JOB SUMMARY, DUTIES AND RESPONSIBILITIES</b>	
<b>Job Summary</b>	The Operations Manager will play a pivotal role in overseeing and optimizing operational processes within the Group. The primary focus will be on operational and financial efficiency and performance. The holder should have a blend of financial acumen, strategic thinking, and operational expertise to drive excellence across all aspects of the Group's operations.
<b>Duties and Responsibilities</b>	<p>The key duties and responsibilities are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Operational Strategy</b> <ul style="list-style-type: none"> <li>○ Develop and implement strategic operational plans aligned with the Group's goals and objectives.</li> <li>○ Identify operational bottlenecks and inefficiencies and propose solutions for improvement.</li> <li>○ Collaborate with cross-functional teams to streamline processes and enhance productivity.</li> </ul> </li> <li>• <b>Process Optimization</b> <ul style="list-style-type: none"> <li>○ Develop and maintain standard operating procedures (SOPs) to ensure adherence.</li> <li>○ Evaluate existing operational processes and systems to identify opportunities for optimization.</li> <li>○ Implement process improvements to increase efficiency, reduce costs, and enhance quality.</li> <li>○ Responsible for day-to-day operations in a busy environment.</li> <li>○ Engage with customers and meet their service expectations.</li> <li>○ Constantly monitor customer set KPI's and ensure they are met as agreed , reporting the actual vs expected compliance as required.</li> </ul> </li> <li>• <b>Financial Analysis</b> <ul style="list-style-type: none"> <li>○ Conduct in-depth analysis of financial data to identify trends, opportunities, and areas for improvement.</li> <li>○ Prepare regular financial reports and forecasts to support decision-making processes.</li> <li>○ Monitor budgetary adherence and provide recommendations for cost optimization.</li> </ul> </li> <li>• <b>Compliance and Risk Management</b> <ul style="list-style-type: none"> <li>○ Conduct regular risk assessments of the operations and update the risk register.</li> <li>○ Implement internal controls and measures to maintain operational integrity and security.</li> <li>○ Ensure compliance with relevant statutory regulations, industry standards, and Group policies.</li> <li>○ Identify and mitigate operational risks to safeguard Group assets and reputation.</li> </ul> </li> <li>• <b>Team Management</b> <ul style="list-style-type: none"> <li>○ Lead and mentor a team of operations staff, providing guidance and support to foster professional growth.</li> <li>○ Set clear performance objectives and provide regular feedback to ensure team effectiveness.</li> <li>○ Foster a culture of collaboration, accountability, and continuous improvement within the operations team.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Supervise multiple teams assigned to carry out different job functions simultaneously.</li> </ul>
<b>QUALIFICATIONS AND EXPERIENCE</b>	
<b>Education</b>	Bachelor's degree in Operations Management, Management Science, Finance, Business Administration, or a related Bachelor's degree in a business-related field from an academic institution recognized by the Commission for University Education.
<b>Professional Qualifications</b>	<p>Certified in any of the following certifications; Certified Professional in Operations Excellence (CPOE), Project Management Professional (PMP), Certified Public Accountant (CPA), Chartered Accountant (CA), Management Accountant or an equivalent professional qualification.</p> <p>Membership to a relevant professional body such as the; Institute of Industrial and Systems Engineers (IISE), Project Management Institute (PMI), Institute of Certified Public Accountants of Kenya (ICPAK), Association of Chartered Certified Accountants (ACCA), Chartered Institute of Management Accountants (CIMA) or a relevant professional body.</p>
<b>EXPERIENCE</b>	<p>Minimum of seven (7) years' relevant operations, finance or audit (internal or external) experience, with a minimum of 3 years as an Operations Manager in a multinational organisation.</p> <p>Background in the aviation industry logistics will be an added advantage.</p>
<b>KNOWLEDGE AND COMPETENCIES</b>	
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Proven experience in operations management with a focus on management accounting in the aviation logistics sector.</li> <li>• Prior experience of business improvement with quantifiable outcomes.</li> <li>• Strong financial data analytics with the ability to interpret data and make strategic recommendations.</li> <li>• Excellent leadership and team management capabilities with a track record of building and developing high-performing teams.</li> <li>• Proficiency in process improvement methodologies and project management principles.</li> <li>• Proficiency in information systems ERP and generally used finance and accounting software.</li> <li>• Proficiency in Microsoft office suite and business analytic tools.</li> <li>• Ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.</li> <li>• Proficient skills in the following: budgeting, forecasting, cost control, management accounting, reconciliations, and operations reporting.</li> <li>• An analytical mind with a high sense of risk awareness.</li> <li>• Commercial and business acumen.</li> <li>• Ability to articulate operational data and analytics to a variety of stakeholders.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Leadership and people management and development skills.</li> <li>• Strong time-management and organization skills.</li> <li>• Ability to work with the Board and Senior Management of the Group.</li> <li>• Ability to represent and protect the company's interests against third parties or external parties including competitors, customers, suppliers and regulators.</li> <li>• Negotiation skills and the ability to develop close working relationships Group wide.</li> <li>• Strong problem-solving ability.</li> </ul>

	<ul style="list-style-type: none"><li>• Sensitivity to working with diverse cultures.</li><li>• Self-drive, energy, candor, assertiveness, and humility.</li><li>• A keen eye for detail and desire to probe into data further.</li><li>• Excellent communications skills - written / verbal communication, interpersonal and presentation skills.</li><li>• Ability to multi-task and work under pressure.</li></ul>
<b>Application Deadline</b>	22 <sup>nd</sup> April 2024
<b>How to Apply</b>	Click on this link <a href="https://tinyurl.com/4r97sfea">https://tinyurl.com/4r97sfea</a>