

INTERNAL AND EXTERNAL ADVERT

Vacancy: Chief Operating officer

Business Unit: Office of the CEO

Reporting To: Chief Executive Officer

Ref No: HCM-COO/06/2023

Applicable total annual salary is R1 539,968.50 Total cost to company (including benefits)

Purpose:

Provide strategic leadership in the office of the COO to ensure that the company's objectives are met as well as ensure the effective management of the Legal, Client Business Operations, Information technology, and Strategy and Human Capital Management functions. Oversee the organisation's ongoing operations and procedures and be responsible for the optimal efficiency of the business.

Qualifications:

- Commercial Bachelor's Degree/equivalent:
 - Business Management
 - Operations
 - Leadership

OR

- Master's in Business Administration
- In depth knowledge of different business functions such as HR, Marketing.
- Hands on experience in strategic planning and business development

Experience:

- 8-10 years of experience with a minimum of 5 years in a Senior Management role, preferably in a similar industry.
- At least 5 years' experience in property management and facilities management

Key Performance Areas:

- Design and implement business strategies, plans, and procedures
- Set comprehensive goals for performance and growth
- Establish policies that promote company culture and vision
- Oversee daily operations of the company and the work of the head of functions for:
 - Legal Services
 - Client Business Operations including Marketing
 - Management of Information Technology
 - Human Capital Management

Key Performance Areas Descriptions/Responsibilities

1. Strategic Leadership.

- Contribute to the development of short to medium term organisational strategy and policies.
- Co-ordination of corporate support and other internal division's key strategic activities for opportunity generation.
- Translate operations strategy/plan content into a number of concrete activities in support of JPC's strategic objectives.
- Ensure policies, procedures, and formal delegations are in place to maintain effective coordination and control of all business unit activities.
- Advise and guide the Business on the formation, development, and application of policy and strategic decisions relating to Strategy and Operations.
- Ensure researching and developing strategies and policies in line with legislation and good practice in relation to local government requirements life.
- Set a strategic framework for reporting on corporate support indicators
- Coordinate and guide the development of departmental strategic plan and annual performance plan.
- Ensure alignment of the budget with strategic plan.
- Incorporate JPC's service delivery improvement plan into the strategic plan of the CoJ.

2. Legal Services

- Ensure that Legal function represents the Company before various regulatory authorities/Courts of law
- Manage the provisioning of legal consulting and advisory services.
- Ensure that the Legal function provides transactional support and expert legal advice to business (by timely preparation, negotiation & execution of high quality and low risk I-LAS and contracts);
- Ensuring of legal compliance- Identify, anticipate & mitigate legal risk for the center.

Note:

- JPC is an Employment Equity Employer; therefore, an appointment will be made in accordance with the company's employment Equity Policy and Plan.
- Submit a detailed, relevant CV including copies of qualifications via e-mail to JOBS@jhbproperty.co.za Quoting the relevant reference and job title.

Applicants must note that further verifications like qualifications and criminal checks will be conducted once they have been shortlisted and that their appointment will be subject to positive outcomes on these checks.

- JPC reserves the right not to fill the position or to re-advertise it. Where applicable, candidates may be expected to undergo psychometric assessments.
- It is the applicant's responsibility to have their foreign qualifications evaluated by the South African Qualifications Authority (SAQA) and to provide the evaluation results.
- Should you not hear from us within 6 weeks after the closing date, you may consider your application as an unsuccessful.

Closing Date: 31 July 2023

3. Client Business Operations

- Translate JPC's business strategy outputs into efficient, effective and user friendly processes for customers.
- Develop strategy to implement an integrated series of customer-oriented technology solutions.
- Maintain a holistic approach to managing customer relationships to create stakeholder value.
- Align JPC and CoJ business strategy with CRM approach to determine how the customer strategy should be developed and how it should evolve over time.
- Articulate how the CRM strategy will respond to JPC's vision, especially as it relates to customers, service deliver and performance
- Develop a performance assessment strategy for business operations management

4. Management of Information Technology

- Ensure the development and implementation of new technology within JPC
- Oversee the information system and communications network.
- Ensure the design, establish, and maintain a network infrastructure for local and wide area connectivity and remote access.
- Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
- Ensure IT system operation adheres to applicable laws and regulations.
- Keep current with trends and issues in the IT industry, including current technologies and prices

5. Human Capital Management

- Align the Human Resource Plan with the JPC's strategic goals
- Ensure a robust organisational performance framework is implemented within JPC
- Ensure that the business functions pursue employer's development to close gaps in areas of development.
- Promote company values and culture that will impact on the organisational culture

6. Transformation

- Direct and manage transformation initiatives across own department, providing a governance structure that sustains long-term organizational transformation.
- Define areas in own department where transformation projects are to be undertaken.
- Identify and publish transformation projects to be undertaken.
- Ensure that the right initiatives are undertaken and the benefits are being fully realized throughout the organisation to make the transformation real
- Ensure that the approved projects fully achieve the anticipated business benefit.
- Ensure deliverables meet schedule, budget and quality goals by working with individual teams
- Develop consolidated program status report and program dashboard
- Develop a plan/approach for the support and promotion of small business in own area
- Assesses the initiatives for their risk and return, reporting on the status of the initiatives
- Serve as a communication medium to the whole organisation and executive sponsors of the transformation

7. People Management

- Ensure the development of a high-performing team by embedding formal a high performance culture.

8. Financial Stability

- Ensure that budget is spent cost-effectively
- Ensure effective corporate governance within the MFMA/ PFMA as a basis
- Ensure adherence to budgets and corrective action where required
- Continuously align budget and expenditure with strategic outlook of business unit

Knowledge and Attributes:

- Flexibility and Accountability
- Commercial Awareness
- Action Orientation and Specialist Knowledge
- Strategic and Leadership
- Planning and Organising
- Persuasiveness Influence
- Creativity and Innovation



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