



HEAD OF OPERATIONS

JOB TITLE: Head of Operations

LOCATION: Cape Town, Mowbray

We are currently looking for a **Head of Operations** to join our FS Systems International team.

The purpose of this role is to provide operational and personnel support and ensure professional and ethical business practices to deliver efficient and cost-effective functionality and sustained profitability of the business operation.

FS Systems International Ltd protects lives and assets through cutting-edge fire and enterprise security technology, throughout Africa and LATAM. We are a diverse, agile team of intrapreneurs, specialists, professionals, and collaborators - and we're a lot of fun to work with.

The team member we are looking to bring onboard will be responsible for:

Strategic Development

- Deliver excellence in the operations function through the implementation of Business Process Re-engineering (BPR) & Business Process Mapping, and Quality Management tools.
- Design policies that align with overall strategy
- Define, benchmark, implement and monitor key performance indicators (KPIs) for operations processes.
- Develop and implement key strategic objectives and initiatives, build core competencies to deliver excellence in the operations function.
- Assist with the definition, development and roll out of commercial and project management methodologies.
- Formulate and implement key balanced scorecard measures for operations process improvement. Ensure continued improvement towards these objectives.
- Evaluate and implement optimisation and efficiency tools.
- Act as bridge between different divisions ensuring operational continuity.

Supply Chain

- Manage the full supply chain including order management, exports, vendor selection, warehousing and logistics and delivery to ensure excellence.

Project and Operations Support

- Support divisional managers and project managers in driving performance of sub-contractors.
- Mentor and motivate teams to achieve productivity and engagement.
- Ensure compliance with local and international laws (e.g., data protection)
- Monitor performance of new system division and maintenance & support division against contractual terms and conditions
- Act as site leader for office escalations and concerns

- Manage contracts and relations with customers, vendors, partners and other stakeholders.
- Ensure compliance with the Occupational Health and Safety Act and client specific requirements on new projects.
- Report on operational performance and suggest improvements.

We are looking for someone with:

- Proven experience as Head of Operations, Operations Director or similar leadership role
- BSc/BA in Business, Computer Science or other relevant field
- Minimum 5 years related experience and/or training; or equivalent combination of education and experience.
- IT capabilities, ideally with SAP Business by Design experience (or an equivalent ERP)
- Familiarity with all business functions including project finance, supply chain and business systems and platforms.
- Experience with implementing business platforms & systems
- Knowledge of data analytics and reporting
- Good with numbers and financial planning
- Outstanding communication and negotiation skills
- Excellent organizational and leadership ability
- Analytical mind
- Problem-solving aptitude

Closing Date: 31 May 2023

If this is something that interests you, what are you waiting for - apply now by clicking on the link below.

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Should you not hear from us within 7-14 working days from closing date of the advert, kindly consider your application unsuccessful.