Job Title: CHIEF OPERATIONS OFFICER

Reporting to: CEO
Location: Cape Town
Working hours: Fulltime

The Chief Operating Officer (COO) is a pivotal member of the executive team at the Kolisi Foundation, collaborating closely with the CEO and CFO to translate vision and strategy into seamless day-to-day operations. Serving as the glue that holds the organisation together, the COO, with a wealth of experience in strategy, executive administration, HR management, and operational excellence, is tasked with the critical responsibility of ensuring the Foundation's mission is executed with precision and impact. The COO plays a crucial role in aligning the company's operational functions with its strategic goals, driving efficiency, and contributing to overall business success.

Key responsibilities

1. **Strategy, Executive Administration**

    - Collaborate with the CEO and board to develop and execute the Foundation's strategic plan.
    - Translate strategic plans into tangible, actionable outputs, ensuring alignment with the foundation's mission, meeting the needs of the target population, and maintaining financial viability.
    - Collaborate with the finance team to establish organisational budget, ensuring it aligns with strategic goals and financial capacity
    - Ensure compliance with all applicable laws and regulations, conducting due diligence as necessary.
    - Develop, implement, and maintain operational policies, procedures, and standards.
    - Identify and assess operational risks, devising strategies to mitigate them.
    - Establish and maintain contingency plans to address unforeseen challenges.
    - Ensure grant applications are compiled, aligned with programme needs and strategy
    - Review and co-sign donor contracts
    - Ensure timely submission of all organisational reports to the CEO, donors and stakeholders.
    - Monitor operational performance, making recommendations for improvement, cost reduction, and increased productivity.
    - Provide regular updates on operational performance and key initiatives to the CEO and board
    - Assist the finance team as needed, including input and review of finance admin aspects.
    - Co-sign payment requests with the accounting officer and facilitate timely payments.
    - Maintain effective communication with the CEO, board of directors, and other stakeholders.
    - Lead due diligence efforts for potential partners, mergers, or acquisitions.
    - Capture new requests and initiatives, assess them with the CEO, and bring them to attention for further consideration.

2. **Operational systems development and oversight**
    - Provide oversight for the Foundation's technology strategy and infrastructure.
    - Stay abreast of relevant technological advancements in the industry.
    - Foster collaboration with all staff to align operational goals with the overall strategy and facilitate periodic reviews of progress in implementing the strategic plan.
    - Optimize business processes to enhance operational efficiency and minimize costs.

- Maximize the use of available tools and technology within the Foundation, ensuring that resources are allocated efficiently to deliver planned solutions to beneficiaries.
- Integrate technology across the organisation to improve overall efficiency.
- Safeguard institutional knowledge and data, ensuring accessibility while implementing robust cybersecurity measures.
- Implement a comprehensive monitoring and evaluation system for staff to track programme performance and impact.
- Infuse environmental practices throughout the operational structure, subtly reflecting this commitment in proposals, reports, and public messaging.
- Manage procurement processes effectively to support operational needs.
- Oversee logistics related to inventory and goods distribution for projects and implementing partners.

3. Human resource management

- Establish and maintain up-to-date HR policies and procedures, ensuring their accessibility to all employees.
- Cultivate and manage a diverse workforce comprising paid staff, volunteers, interns, and apprentices.
- Formulate and implement safety and security measures for both the workforce and beneficiaries.
- Collaborate with the CEO to oversee and facilitate the recruitment and selection process.
- Organise and facilitate comprehensive induction, onboarding, and orientation programmes for new employees.
- Ensure optimal placement of personnel, fostering self-management and innovation within the team.
- Promote a culture of collaboration, innovation, and accountability among all staff members.
- Execute effective performance management processes within the organisation.
- Direct team building and development initiatives.
- Provide opportunities for professional development aligned with the mission, needs and purpose of the Kolisi Foundation.
- Maintain accurate employee records, documenting changes in job specifications, new hires, and leave reporting.
- Screen and manage appropriate contracts for all service providers and implementing partners, ensuring CEO approval.
- Cultivate and manage relationships with community-based resources outside the programme areas.

Key performance indicators

1. Strategy, Executive Administration:
   - Timely execution of strategic plan milestones.
   - Budget alignment with strategic goals.
   - Effective operational policies and risk mitigation.
   - Grant applications alignment and timely contract reviews.
   - Operational improvements, cost reduction, and productivity metrics.
   - Timely and quality organisational reports and updates.

2. Operational Systems Development and Oversight:
   - Technology strategy alignment and adoption of advancements.
   - Improved business processes and tool utilization.
   - Robust cybersecurity and data accessibility.
   - Comprehensive staff monitoring and program impact measurement.
   - Integration of environmental practices.
   - Efficient procurement and logistics management.

3. Human Resource Management:

- Updated and accessible HR policies.
- Workforce diversity and effective safety measures.
- Timely and quality recruitment, onboarding, and induction.
- Team placement effectiveness and innovation.
- Successful performance management and team development.
- Participation in professional development aligned with the foundation's mission.
- Accurate record-keeping and contract management.
- Successful cultivation of community relationships.

Role requirements

Education and Experience:
- Master's degree or 10+ years in business or non-profit leadership.
- Minimum five years of operations leadership and management experience.

Personal Attributes:
- Results-driven, high-impact, low-ego executive.
- Strategic visionary with a broad perspective.
- Keen intelligence, fast learner, and quick thinker.

Skills:
- Excellent communication, facilitation, and analytical skills.
- Knowledge of relevant laws and regulations.
- Proficient in MS Office and relevant software.

Work Style and Adaptability:
- Ability to work independently and collaboratively.
- Adaptable to shifting priorities and project adjustments.
- Willingness to travel.

Human Resource Management:
- Expertise in HR policies and procedures.
- Successful recruitment, onboarding, and team management.

Professionalism and Team Management:
- Projects credibility, professionalism, and values.
- Effective team management and conflict resolution.

Candidates meeting these qualifications, including HR management expertise, are invited to apply for this impactful COO position, contributing to the organisation's strategic vision and operational success.
I hereby accept the above position as laid out in this document, understanding that any changes to this job description may, in time, be made during your tenure at the requirement of the Kolisi Foundation and in agreement with you. Such amendments will be dated and attached to this job description. This position will be monitored every 6 months and reviewed at 18 months in July 2025.

If you are interested to apply for this role, please send me a motivation letter highlighting your suitability to the role and an updated CV with contact details of three work-related referees to **MaraisButton & Associates**. Email: annelie@maraisbutton.co.za

Contact will only be made with shortlisted candidates.
Closing date is 05 May.