

NOTES

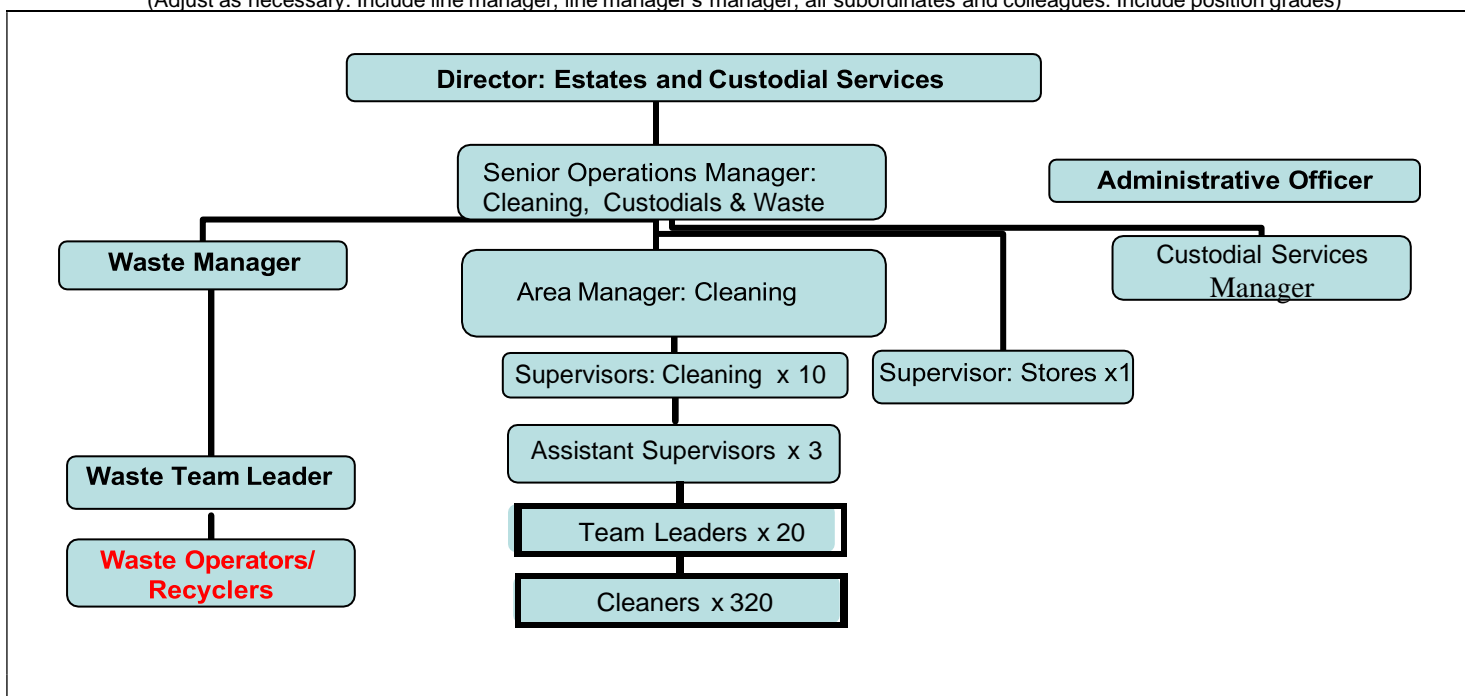
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Senior Manager E&CS: Operations		
Job title (HR Practitioner to provide)	Senior Operations Manager: (Cleaning, Custodial & Waste Services)		
Position grade (if known)	PC11	Date last graded (if known)	Unknown
Academic faculty / PASS department	Properties and Services		
Academic department / PASS unit	Estates and Custodial Services		
Division / section	Campus Cleaning, Custodial Services & Waste Services		
Date of compilation	August 2021		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

The main purpose of this position is:

The main purpose of the Senior Operations Manager: Cleaning, Custodial & Waste Services role is to manage, plan, direct and coordinate the operations of the unit/department. The Senior Operations Manager is responsible for ensuring cross functionality in cleaning services, custodial services and waste management, improving the performance, productivity, efficiencies, and profitability of departmental operations through the provision of effective methods and strategies

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1	Operations Management	35%	<p>Coordinate the work of various departments involved in the provision of</p> <ul style="list-style-type: none"> • Cleaning Services delivered across all campuses & offsites. • Custodial Services provided including venues preparation, test, examinations, annual graduation ceremonies <p>Waste Management services</p> <p>Monitor performance and implement improvements</p> <ul style="list-style-type: none"> • Review monthly minimum standards / best practice reports that are signed off by clients at faculty and department level. • Implement Business processes relevant to the portfolio • Monthly inspections are conducted to ensure minimum standards are adhered to • Provide weekly/monthly reports to management on the provisions of services, and/or concerns in relation to its adequate provision thereof 	<ul style="list-style-type: none"> • As per Best Practice Standards for the provision of Commercial Cleaning, Waste management • As per Occupational Health & Safety Act and other legislation (COVID) • As per client requirements as stated in agreed SLAs <p>Within 5% of the allocated budget</p> <ul style="list-style-type: none"> • So that standards are achieved as per report • Monthly inspections achieve minimum standard as result • Achieving 100% compliance on audits based on agreed standards <p>Within budgetary requirements</p> <ul style="list-style-type: none"> • Accuracy and timeous reporting

2	Financial Management	10%	<ul style="list-style-type: none"> • Prepare and control operational budgets. • Control inventory. • Review financial statements and data. <p>Interpret and utilize financial data to improve cost efficiency</p>	<ul style="list-style-type: none"> • Sets priorities with appropriate indicators of what is most important • Manages time effectively to accomplish the specific planned outcomes • Always knows the status of own work <p>Participates in planning sessions with direct team and indirect team</p>
3	Asset Management	5%	<ul style="list-style-type: none"> • Planning for short- and long-term asset requirements for departments • Management of and future forecasting of consumables and equipment that is needed. • Ensuring assets are correctly utilised and maintained in best condition • Ensuring that assets are correctly stored, and access is controlled 	<ul style="list-style-type: none"> • Plan ahead for the correct resources, tools and equipment are available for consumers/staff • Zero loss due to negligence or damage • Write offs take place as per policy • Meets Occupational Health & Safety standards • That utilization, maintenance, access, and storage is as per SOPs (standard operating procedures)

4	People Management	30%	<ul style="list-style-type: none"> • Sets measurable and achievable performance objectives for direct reports • Conducts productive performance feedback discussions with direct reports • Where direct reports do not meet Performance Objectives address performance Gaps • Ensure staff discipline is managed • Conduct recruitment processes when required • Career and succession planning • Creating and maintaining a motivated and high performing culture • Conduct annual culture and morale survey 	<ul style="list-style-type: none"> • Ensure performance objectives are aligned to the strategic objective of the function • Monthly operational meetings • Bi-annual performance management meetings as per performance management calendar • Provide feedback or coaching to improve performance or • Send for technical training to improve performance or • Escalate as per Poor Performance Policy • Managed in line with UCT's Disciplinary Procedure • As per recruitment/HR policy and as indicated by budget and timelines • To meet long term strategy and • Direct report career aspirations • Set standard for morale standard over 3 years
5	Customer Service	20%	<ul style="list-style-type: none"> • Set and regularly review SLAs • Set up and review processes for dealing with client complaints • High level of negotiation and build strong customer relations • Create channels for customer feedback e.g. surveys • Create quarterly/annual customer events (e.g. a customer coffee chat etc.) 	<ul style="list-style-type: none"> • So that they meet client requirements while aligning to department budgets and strategy • Systems and processes should have clear metrics (e.g. emails are responded to within 24 hours) • Set a standard and ensure standard is exceeded • To foster positive relationships

MINIMUM REQUIREMENTS

Minimum qualifications	An NQF 6 in a relevant field			
Minimum experience (type and years)	A minimum of 10 (Ten) years appropriate experience, -, of which at least 4 (four) was at an operational/functional level and 4 (four) years was at a senior managerial level.			
Skills	Senior Management experience in a cleaning, waste or facilities management environment. Ability to make complex decisions, negotiation skills, ability to do short term and long-term planning. Financial planning and adequate planning for resources across the unit. Ability to work under severe pressure. People Management, including performance management.			
Knowledge	EEA, OHS, relevant sectoral determinations for the contract cleaning industry, latest cleaning, waste or facilities regulations			
Professional registration or license requirements	A valid South African Driver's Licence			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Assets Management	2	People Management	2
	Building Partnerships	2	Decision-making and problem solving	2
	Leadership	2	Planning and budget management	2
	Communication	2	Client Service and Support	2

SCOPE OF RESPONSIBILITY

Functions responsible for	People Management, Financial Management within area, Customer Service and relations, Performance Management, Asset Management, Operations Management
Amount and kind of supervision received	Minimal Supervision, accountable for long-term and short term decisions and the impact thereof
Amount and kind of supervision exercised	Managing, monitoring, and ensures implementation
Decisions which can be made	Complex decisions, operational decisions
Decisions which must be referred	Decisions that require the Directors approval before actioning

CONTACTS AND RELATIONSHIPS

Internal to UCT	Senior Management, Middle Management, Supervisors, Team Leaders
External to UCT	External service providers and networks