

**Job Opportunity
Operations Manager
Cape Town, South Africa**

Job Title: Operations Manager
Where: Observatory, Cape Town
Employer: Numeric
Start Date: 1 February 2020 (negotiable)
Application deadline: 17 January 2020

** Applications are considered on a rolling basis so it is to your advantage to apply prior to the deadline.

Summary

Numeric is a small team of friendly people who are on a mission to help young South Africans excel in mathematics. More specifically, our goal is to create exciting and high impact learning environments in the form of afterschool maths programs targeting learners in Grades 6 – 7. We currently operate in 41 partner schools in Cape Town, Johannesburg, and Durban.

The Operations Manager position is a new role at Numeric. We currently operate across three provinces and this role is intended to support the streamlining of processes and smooth-running of our distributed team. The Operations Manager will work to document and implement key processes and procedures while making sure that key communication happens at all levels within the organisation.

The ideal candidate is a detail-oriented self-starter who will enhance and support the growth of Numeric's core operations. This role is designed for someone who is passionate about maths education and who believes a small team of dedicated people can make a huge difference. The ideal person is also someone who likes working behind the scenes to get the job done and who cares about supporting others.

Numeric's core values are excellence, integrity, trust, learning, and community. The ideal candidate will align with these values both personally and professionally.

As this is a new role that will likely evolve over time, the following is an illustrative, but not exhaustive, list of responsibilities.

Human Resources

- Support Chief Program Managers with recruitment and on-boarding of relevant staff, including advertising, short-listing candidates, interviewing, and job offers
- Support and collaborate with the CEO and leadership team on HR policy development and implementation
- Maintain Numeric's internal policies and procedures Dropbox folder and ensure that all full-time staff are aware of changes to policies and procedures
- Manage development and implementation of Numeric's full-time employee training platform and tools
- Support leadership team on HR record-keeping and provide appropriate support for HR issues
- Liaise with relevant stakeholders to keep Numeric contracts and legal documents up-to-date

Monitoring and Evaluation

- Liaise with Numeric's evaluation partner to appropriately plan and implement annual evaluation
- Negotiate SLA with evaluation partners and make sure that Numeric's obligations are met
- Liaise with leadership team to communicate timelines and deliverables appropriately

Programs Support

- Organising, chairing, and minuting bi-weekly leadership meetings
- Maintaining the leadership team calendar and communicating key dates to leadership team
- Support Programs teams with highly effective coach recruitment, resulting in at least 8 applications for each coach invited to training, including facebook marketing and creation of recruitment marketing materials
- Coordinate the editing of Numeric curriculum resources including tests, workbooks, and learning tools in collaboration with programs teams.
- Coordinate the printing and distribution of Numeric's workbooks and other learning tools as required.
- Regular travel to Durban and Johannesburg to support programs teams

Technical Support and Oversight

- Maintain up-to-date team pages on Numeric's website (Coaches, programs staff, etc) and regular review and updating of relevant information on website
- Liaise with Numeric's development team on specification, development, and testing of enhancements to Numeric's Learner Management System
- Manage communication between Numeric leadership and development team for any technical enhancements
- Serve as Numeric's Information Security Officer and ensure continuous development and implementation of the Information Security Policy
- Maintain Numeric's laptop register and plan for timeous updates of hardware and software for all Numeric employees

Special Events

- Support Chief Program Managers with planning, budgeting, and implementing special events including Math Camp, annual Numeric Olympiad, and Coach Training
- Plan travel, accommodation, and catering for Numeric's annual Team Retreat
- Support the programs teams with planning and implementing special training requests for external stakeholders
- Support the programs teams with alumni support and networking sessions

Reporting

- Support the CEO with quarterly reporting to the Numeric Board of Directors
- Support the Business Development Manager with reporting to funders and external stakeholders
- Support the programs teams with development and distribution of school and coach reports annually

Finances, Budgets, and Sourcing

- Collaborate with Finance Officer to continuously develop and implement procurement procedure and other finance policies
- Source annual purchase of hoodies and golf shirts in collaboration with relevant team members
- Collaborate with the Finance Officer and CEO on developing the annual programs budgets
- In collaboration with the Finance Officer, appropriately delegate budgets and hold relevant managers accountable for budget targets

Competencies, Qualifications, and Work Experience

- A bachelor's degree, or equivalent
- Strong interpersonal skills
- Excellent verbal and written communication skills
- Ability to take initiative and to handle a wide range of tasks
- Interest in community development and maths education
- At least 5 years of full-time relevant work experience in the non-profit/development sector
- Emotional Intelligence
- Strategic and analytical thinking skills
- Commitment to the mission and values of Numeric

Advantageous Skills/Experience

- Experience in donor-funded environment
- Experience in a senior operations leadership position
- Experience in HR Management

Other Requirements

Own transport and valid driver's license

Apply Now: Interested applicants should submit a CV (max 2 pages) and letter of motivation (max 2 pages) to vacancies@numeric.org quoting "Operations Manager" in the subject line by latest **Friday, 17 January 2020**. Please ensure that your letter of motivation explains your interest in Numeric and outlines why you would be well suited to this position.

More information available at www.numeric.org and www.facebook.com/numericorg