

# Head of Operations – Job Description

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## Title

Head of Operations

## Reports To

CEO and Board of Directors

## Summary

The Senior Vice President of Operations will be responsible for contributing to the successful operation of Farmers Bank (Pty.) Ltd and providing regular reports on the organization's progress to both the President and the Board of Directors. As a member of the Senior Management Team, the Senior Vice President of Operations shall participate in the development of Farmers Bank's priorities and objectives.

## Core Competencies

- Customer Focus
- Communication
- Energy and Stress
- Team Work
- Quality Orientation
- Time Management
- Adaptability / Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

## Job Duties

- Maintain the role of general manager at Farmers Bank with responsibility for day to day decisions.
- Provide vision and leadership that encourages growth and safeguards the assets and financial viability of the company.
- Uphold the Statement of Values as established by the Board of Directors.
- Ensure that Farmers Bank complies with all company and government regulations regarding the proper treatment of employees and a safe work environment.

- Work with Executive and Accounting staff to establish annual operating and capital budgets.
- Provide written and verbal reports on operations on an ongoing basis and other written reports as requested from time to time.
- Establish, with the assistance of the CEO, certain performance goals such as profits, cash flow, inventory and return on investment and monitor and report on those goals.
- Implement corporate policies, procedures, and organizational structure for assigned operating unit within the framework of corporate policy.
- Provide support to any number of projects from an operational, financial and resource standpoint.
- Assist in the establishment, and ensure compliance, of operational units' short-term and long-term goals with overall corporate objectives.
- Oversee Farmers Bank's financial accountability and controls; ensure appropriate fiscal controls are in place to meet statutory compliance and integrity of data and statements.
- Oversee the organization's budget process; establish timelines; provide support to management team; hold management team accountable for process.
- Plan, staff, and supervise all assigned work unit activities through subordinate managers to ensure a cohesive operational unit.
- Provide advice, guidance, and direction to subordinate executives and managers toward their professional development.
- Coordinate and confer with professional staff to resolve operating problems and difficulties, and authorize department operational procedures within corporate framework.
- Manage in-house support staff and supporting consultants and vendors.
- Manage the development, implementation and tracking of Farmers Bank's annual budgeting process. Such budgets shall be in sufficient depth to form the basis for the planning process and for financial performance comparisons.
- Coordinates with the CEO, and Executive Team to monitor the activities of Farmers Bank.
- Identify and analyze information to give early warnings of potential problems and recommend corrective action.
- Manage reporting to appropriate government agencies.
- Oversee office space and office system needs, purchase equipment, support hiring processes, timesheets, expense reimbursement, securing insurance, etc.
- Oversee preparation of an annual report, other outreach materials and the website
- Act, as needed, in the absence of the CEO.
- Oversee compliance with Farmers Bank's Personnel Policies and Procedures Manual, and recommend additions to, and/or modification of, the manual and other operating guidance of Farmers Bank, as part of the Executive Team.
- Manage new hire instruction on policies and procedures, and completion of all appropriate forms.
- Oversee benefits and payroll administration.
- Manage, in conjunction with the Senior Management Team, scheduling and performance of annual employee performance reviews.
- Manage periodic review of the employee's benefit package, and recommend changes.
- Position has primary profit/loss responsibility for assigned operational units.
- May serve as management team member.
- Perform additional assignments as required by the needs of the operational unit, company, or as directed by the CEO.

## Requirements

- 4 year technical or business administration degree or equivalent (advanced degree preferred).
- MBA or similar degree preferred.
- Extensive experience in the management of construction segments.
- Advanced knowledge of the construction industry and company operations required.

- 10 years progressively responsible experience with at least 3 years in management.
- Excellent management, negotiating and organizational skills.
- Demonstrated ability to lead a team and achieve results.
- Experience in budgeting, project management, supervision of accounting, operations and human resources.
- Strong interpersonal and communications skills.
- Able to prioritize and focus associates on appropriate tasks.
- Proficient with word processing and spreadsheets.
- Working knowledge of the Internet and World Wide Web.
- Demonstrated ability to read and interpret financial documents and spreadsheets.
- Works well under pressure and makes deadlines.
- Works effectively in an entrepreneurial, collaborative environment, and is able to direct and work in harmony with a diverse group of highly motivated and capable individuals.
- Demonstrated relationship-building skills.
- Solid judgment.
- Critical thinking skills.
- A sense of teamwork and community.
- Ability to handle multiple tasks.
- Highly organized.
- Able to work in excess of stated office hours to get the job done.
- Ability to travel occasionally
- Willing and able to exercise the authority entrusted in order to accomplish assigned duties and responsibilities.
- Can relieve the President, or Vice President of a large number of administrative and managerial duties.
- Must be comfortable and competent in a range of venues when there is need to represent the organization at the request, or in the absence, of the President.
- Must have a commitment to the vision and mission of Farmers Bank.

## Work Conditions

- Travel required.
- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.