Position Title | Area Operations Manager
---|---
Department | 450/5 - ACC@Client 3
Employment type | Permanent
Location | Cape Town
Job Purpose | To act as the focal point for the management, implementation and ongoing service delivery of the Shoprite FMC contract. Responsible for the operation and administration of planned maintenance systems in the Western Cape. It, amongst others, requires you to do scheduled inspections in order to maintain operations at required quality and safety standards.

Key Performance Areas and Objectives

| Strategy | No. of sub-headings | 0
| --- | --- | ---
| 1. Implementation of the company/department's strategy. | | |
| 2. Ensure clear understanding of strategy by all employees. | | |
| 3. Ensure all decisions / actions are in line with strategy. | | |
| 4. Support transformation (Employment Equity) and BEE initiatives | | |

Business Management

| No. of sub-headings | 0
---|---
| 1. Ensure employee adherence to all group procedures / brand standards | | |
| 2. Implement company specific procedures, ensure adherence | | |
| 3. Assist with compiling budget, monthly financial control | | |
| 4. Participate in management meeting | | |
| 5. Implement staff development and succession planning | | |
| 6. Employee engagement | | |
| 7. Compliance to ERP procedures | | |
| 8. Ensure that company values are lived by self | | |

Business Development

| No. of sub-headings | 0
---|---
| 1. Act as true Pragma ambassador (brand, professionalism). | | |
| 2. Additional work opportunities at existing and potential clients are identified and passed on to sales. | | |
| 3. Where required, input is given to assist with solution definition and scoping of new projects. | | |

Operations

| No. of sub-headings | 5
---|---

KPA Sub Headings

| Service Delivery - Responsibilities |
---|---
| Main Responsibilities of the Area Operations Manager: | |
| • Accountable for service delivery in Division assigned to him/her, by: | |
| • Assuring that all elements of contractual Service Level Agreement (SLA) related to operation in his/ her division are achieved/maintained | |
| • Quotations need to be requested, evaluated, approved and sent to Shoprite for further processing / execution of related work | |
| • Work In Progress (WIP) needs to be managed | |
| • Data analysis to identify and re-act to repetitive failures | |
| • Approval of invoices must be managed | |
| • Responsible for maintenance work exceptions in division he/she is assigned to | |
| • Manage subordinates | (
| It refers mainly to the Field Engineers (FEs) that report to the Area Operations Manager, but may occasionally also includes other individuals/teams that form part of the Asset Care Centre that have to report to him/her directly) | |
| • Other responsibilities include: | |
| • Technical support to division | |
| • Over-inspection of work performed by contractors | |
| • Contact person for contractors used in that area | |
| • Expediting all outstanding work in region | |
| • Branch inspections (similar to FE, in line with SLA) | |
| • Coordination of projects & planned maintenance | |
| • Support Field Engineers in the division he/she is assigned to | |
| • Over-inspection of Field Engineers in the division he/she is assigned to | |

Response deadlines

| INTERNAL Applicants | Advert Release Date | 18-Oct-2017
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| EXTERNAL Applicants | | 18-Oct-2017
### Service Delivery - Deliverables

The Area Operations Manager manages operations in his division by:

- Participating as Technical Committee member
- Liaising maintenance matters with Divisional Management, Regional Management, Branch Managers and Contractors
- Drawing up specifications of maintenance and project work, as and when required
- Co-ordinating all maintenance and project work
- Driving quality assurance of maintenance and project work
- Managing financial aspects of maintenance work
- Driving HSSE assurance of maintenance and project work
- Doing asset and asset conditions surveys within the Division, as and when required
- Participating in Focused Improvement initiatives
- Doing on-site investigations and inspections, as and when required
- Communicating with key individuals, management committees, and any other nominated contract person on a regular basis.
- Communicating and advising all related personnel of the client of matters affecting the working environment (such as suspension of lift services' air-conditioning services, etc.)
- Liaising with the client to ensure business operations are not affected or disrupted.
- Assuring effective communication lines and relationships with the client.
- Attending to client queries.

### Manage Business Support & Technical Services

- Conduct routine inspections, spot checks of contractors and maintenance staff.
- Manage contracts and ensure service is provided in accordance with the specifications and service levels and recommended areas for improvement.
- Liaise and have regular meetings with contractors.
- Create and maintain preventative maintenance scheduling.
- Implement mechanisms, processes and procedures to ensure effective monitoring of Quality standards.
- Conduct review meetings and recommend areas for improvement.
- Ensure that statutory compliance is adhered to and that relevant certificates and periodic inspections are conducted.
- Comply with all Pragma standards and advise where such standard is not in place.
- Resolve and escalate any discrepancies or substantiation issues in a timely manner.
- Identify opportunities for major revenue enhancement, major cost reduction production efficiency.
- Manage Contractor's invoices and assist with technical queries related thereto.

### People & Relationship Management

- Ensure that Pragma Resources Policies and Procedures are complied with.
- Manage Pragma site labour-relation issues in accordance with Pragma Policies and Procedures and statutory requirements.
- Ensure staff comply to stipulated standards of the signed client agreement and SLA’s.
- Coordinate monthly meetings and ad-hoc team-buildings.
- Develop succession planning to ensure compliance with Pragma contract obligations.
- Review staff training in line with SLA and recommend training where necessary annually.
- Review organisational structures, processes and procedures.
- Contingency planning: ensure there is enough workforce to carry duties.
- Communicate with staff on a regular basis via email and 1 on 1’s.

Build long term relationships with the client so that they regard Pragma as their trusted partner for improving the performance of their physical assets (applying the 7C’s of consulting):

1. Client - Understand the problem
2. Clarify - What is really going on
3. Create - building the best solution
4. Change - make it happen
5. Confirm - make sure it has happened
6. Continue - make the change stick
7. Close - close but maintain the relationship

### Availability

The client’s operations require the Asset Care Centre to be available during and after trading hours. Even though majority of calls are handled by the call centre during trading hours, it is expected of the Area Operations Manager to always be available to help resolve any emergencies or problems that may occur during or after trading hours.

### HSSE Culture

<table>
<thead>
<tr>
<th>No. of sub-headings</th>
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</thead>
<tbody>
<tr>
<td>1. Accept full responsibility for compliance to all general HSSE requirements as stipulated in the Pragma employee “HSSE Code of Conduct”.</td>
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<tr>
<td>2. Demonstrate support for the Pragma commitment and policy on HSSE (Making goal zero personal).</td>
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<tr>
<td>3. Participate in support of the 4 Golden Principles (comply, intervene, respect and re-use).</td>
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<tr>
<td>4. Accept and take full responsibility for any specific HSSE role that Pragma might require (formal appointment in writing).</td>
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</tr>
</tbody>
</table>
### Required Competencies

<table>
<thead>
<tr>
<th>Competencies and Skills (Ability/Talent)</th>
<th>Knowledge (Learning / Comprehension)</th>
<th>Attributes (Strengths / Characteristics)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competencies</td>
<td></td>
<td>Typical strengths</td>
</tr>
<tr>
<td>Safety Awareness</td>
<td>Sound knowledge of Facilities Management and maintenance [with specific reference to Refrigeration, Heating Ventilation and Air Conditioning (HVAC), Electrical, Vertical Transportation and Plumbing]</td>
<td>Focus</td>
</tr>
</tbody>
</table>
| Customer Focus                         | Knowledge of the following will be beneficial:  
- Construction Regulations  
- Enterprise Asset Management Systems (EAMS): Pragma On Key (basic modules or other client specific CMMS/EAM)  
- Methodologies, business processes and technology used by Pragma  
- Pragma’s Optimum Maintenance Mix (OMM) or RCM process  
- TPM  
- Occupational Health and Safety Act  
- Good computer literacy in MS-Office  
- Basic Conditions of Employment Act  
- Continuous Improvement (CI) practices and problem solving techniques  
- Problem solving / CI / Focused Improvement methodology (CI techniques like brainstorming, 6M and 5 Why) | Communication                                 |
| Decision Making                        |                                      | Responsibility                             |
| Initiating Action                      |                                      | Achiever                                   |
| Managing Conflict                      |                                      | Analytical                                 |
| **Other Skills**                       |                                      | **Knowledge**                              |
| - Deliver high quality and proactive service to internal and external customers  
- Plan, organise and control own work effort, work independently and be innovative  
- Effectively manage people, processes and projects  
- Apply processes and operational ideas and practices in areas of responsibility  
- Provide leadership, counselling, motivation and constructive performance reviews of staff and handle conflict situations  
- Use own initiative and operate with no management support  
- Strong presentation skills  
- Good communication skills  
- Act quickly and calmly in emergency situations  
- Work well under pressure  
- Develop others  
- Coach team members  
- Delegate responsibility  
- Facilitate change | - National Diploma (Mechanical / Electrical)  
- Previous experience in facility management / retail industry will be an advantage  
- Essential for the post  
- Preferred for the post | Knowledgeable                                    |

**Strengths:**
- Dependable  
- Maximizer  
- Strategic  
- Communication

**Adjectives:**
- Analytical  
- Intelligent  
- Professional  
- Organized  
- Knowledgeable

**Other**
- Dependable  
- Proactive  
- Observant  
- Towards others (including colleagues)

**Towards others (including colleagues):**
- Approachable, friendly, polite and helpful when dealing with customers and colleagues  
- Punctual and reliable  
- Self-motivated, team and service orientated

**Transportation:**
- Applicant MUST have a valid driver’s license and access to a reliable vehicle to travel to remote branches of the client

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### Required Experience and Qualification/s

<table>
<thead>
<tr>
<th>Experience</th>
<th>Qualification/s</th>
</tr>
</thead>
</table>
| - 5+ years' strong engineering/maintenance/manufacturing experience  
- Previous experience in facility management / retail industry will be an advantage | Essential for the post  
- National Diploma (Mechanical / Electrical)  
Preferred for the post  
- B. Tech (Mechanical / Electrical) |

**Preference**
- Preference will be given to suitable internal candidates in line with company policies.

**Employment Equity**
- The company’s employment equity plan and targets will be considered as part of the recruitment process.

**Further Information**
- For more information or questions about the position, please contact: applicants@pragmaworld.net

**How to apply**
- **Internal candidates only**
  - [http://www.surveymonkey.com/s/Pragma_Internal_Recruitment](http://www.surveymonkey.com/s/Pragma_Internal_Recruitment)
- **External candidates**
  - [http://www.surveymonkey.com/s/Pragma_Recruitment_Questionnaire](http://www.surveymonkey.com/s/Pragma_Recruitment_Questionnaire)