

Job Description – Operations Manager

Position/Employment type:
Operations Manager / full time employee
Organization/Reporting line:
Reports to: Country Manager - Rwanda
Place of work/Travel:
Kigali, Rwanda.
Contact and Cooperation:
Internally: Rwanda Country Manager and head of support functions/departments. Externally: Clients, prospective clients
Job Summary:
Operations Manager will be responsible for the overall administration of security officers within GardaWorld in Rwanda. He will ensure high level of service delivery that meets GardaWorld ideals.
Key Responsibilities:
<ol style="list-style-type: none">1. Oversee GardaWorld Rwanda operational activities2. Oversee the operation of the control room, Quick Response Team and branch offices.3. Coordinating & Conducting security surveys and giving recommendations to both prospective and existing clients.4. Ensuring high discipline is maintained amongst all operations staff under you.5. Attend to client's requests and complaints on day-to-day basis.6. Ensure that guards deployments and cancellations are correctly handled.7. Ensure that all operations staff are equipped with the appropriate kits and equipment.8. Providing Management with HR support and advice in areas of operational personnel administration, benefit schemes, performance appraisals and corrective action.9. Oversee guard supervision, GEMS, Man track, Timan parades and administration of weekly offs and annual leaves.10. Oversee operational manpower planning: recruitment, vetting, training and development.11. Develop organisational arrangements, systems and processes to enable the efficient and effective deployment of resources.12. Manage client relations by ensuring regular updates, reports and convening meetings to ensure compliance with delivery expectations.13. Ownership of the Company's Labour Efficiency scorecard to ensure all operations are managed within the Company's staffing KPI's14. Responsible for the relationships with key Government stakeholders and public sector specific bodies, security industry associations and other stakeholders.15. Develop and sustain relationships with key customers ensuring the highest quality customer relationship management of the contracts16. Ensure robust internal and external performance reports17. Oversee administration of the operations budget and cost controls.18. Ensure full compliance of operations with ISO standards and support all compliance audits.19. Mobilise new contract wins ensuring full and accurate understanding of contract requirements and pricing mechanisms20. Work in collaboration with other departments in the organisation to ensure achievement of the overall organisation goals21. Any other duties as may be assigned by the Management.
Principal Outputs of this Role:

1. Efficient labour deployment
2. Excellent service delivery at all sites
3. Regular client's engagement with documentation of meetings

Authority:

Refer to GardaWorld

Accountability:

The Operations Manager is accountable to Rwanda Country Manager for the responsibilities stated in this job description. These responsibilities will be monitored and managed through the mid-year and annual performance review and supported through the monitoring of KPIs.

Competencies:

1. Good administrative and report writing skills with attention to detail
2. Strong ability to coordinate teams
3. Ability to manage, disciplined and be assertive
4. Entrepreneurial and excellent in communication skills
5. A passion for Field Work
6. A high drive for results with a hands-on approach to problem solving
7. Good knowledge of local security market conditions & Environment
8. Holder of Valid Driving License
9. Excellent computer skills
10. Being able to implement security measures consistently and enforce a good, secure environment for operations
11. Fluent in English, French and Kinyarwanda (spoken and written).

Qualifications & Experience:

1. Must be a Rwandan National
2. Prior Experience in security services for a minimum of 5 years
3. Bachelor's degree in security related field, Management, Business Administration or related field
4. Proficiency in Microsoft Word, Excel and PowerPoint.
5. Knowledge of document management methods.

Application Process:

Detailed terms of reference will be given to the successful candidate. Candidates who meet the above qualifications and experience, kindly send you application letter and detailed CV to info.rw@garda.com

(Please do not attach any certificates or testimonials at this stage)

Closing Date: 14th November 2022