

JOB TITLE	Senior Operations and Administration Manager
REPORTS TO	Director (CEO) of Cape Town Science Centre and Deputy Director (COO) of Cape Town Science Centre
DEPARTMENT	General Operations and Administration

JOB PURPOSE

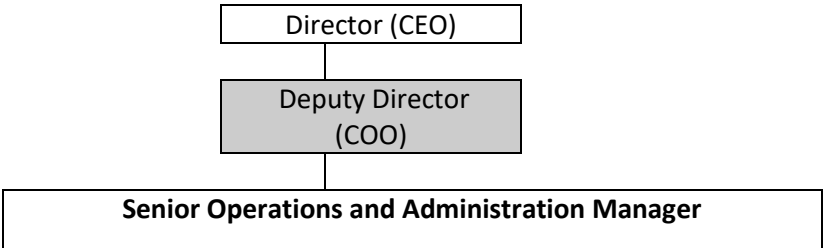
To support the Director and Deputy Director by supporting operations generally and managing certain operational areas in the centre, which includes the management and execution of administrative processes and tasks necessary for the smooth operation of the CTSC's core business units:

1. **The CTSC Education Unit**– which has oversight of the visitor centre and its programmes, the outreach programmes, education projects (implemented for external funders) and specifically WCED projects, and the exhibits and exhibitions of the Cape Town Science.
2. **The CTSC Pan-African Projects Unit** - being projects (implemented for external funders) that have a specific focus of being implemented beyond the borders of South Africa.
3. **The CTSC General Operations and Administration Unit** – this unit ensures all support activities are carried on efficiently and effectively to allow other operations to function smoothly. This includes, but not exclusively, communications, Front-of-House, HR, administration, finance and building management (including tenants)

PRINCIPAL ACCOUNTABILITIES

1. Assist the Director and Deputy Director with development and implementation of the business strategy, annual operational plan, and budgeting exercise.
2. Assist with the development and management of the annual operations budget working closely with the Director and Deputy Director
3. Management of financial and HR compliance and statutory requirements including Occupational Health and Safety.
4. Work closely with the financial service provider (consultant), including their bookkeepers
5. Provide all HR support services as well as supporting the staff by providing leadership, fostering personal development and professionalism in staff. This includes assisting with staff training as relevant.
6. A key HR function would be to ensure the implementation and administration of the Performance Management System and assist in setting performance targets.
7. Management of support services within the centre and the relevant service providers e.g. in relation to the coffee shop and others as they arise.
8. Management of all areas related to the building, specifically being:

9. Tenants (sub-lets) based in the Cape Town Science Centre, including tenant relations, partnership opportunities and lease agreements
10. Building refurbishment projects including the liaison with the landlord in respect to the building refurbishment and generally,
11. General maintenance issues working closely with the Senior Technician of the CTSC.
12. Assisting Director and Deputy Director with collation of materials for report writing and proposal writing to external stakeholder and potential funders
13. Assistance with the development of programme feedback and evaluation measures for future review and assessment of the Cape Town Science Centre, and assistance with the implementation thereof.
14. Drafting of contracts and company policies including procedures and manuals for the efficient operating of the Cape Town Science Centre, and implementation thereof
15. Development (where necessary) and implementation of operational systems to support smooth operations of the CTSC.
16. Maintenance of Fixed Asset Register and update and regulation of insurance policies
17. Assisting the Director with the development and management of the Cape Town Science Centre's Risk Register.
18. Submitting reports to the Director and Deputy Director on a regular basis.
19. Assisting the Director with the preparation for Finance Committee meetings and Board meetings, which includes attending meetings in order to take minutes.
20. Manage the procurement of equipment and other required resources at the Cape Town Science Centre.
21. Ensure accurate maintenance and storage of all records and documents.
22. Assist the Director and Deputy Director with various operational and administrative tasks as they may arise.
23. Give relevant input into the annual calendar of programme, activities and events, as well as contribute to the co-ordination of activities of the Cape Town Science.

SCOPE	ORGANOGRAM
<p>Management: OPERATIONS & ADMINISTRATION</p>	 <pre> graph TD A[Director (CEO)] --- B[Deputy Director (COO)] B --- C[Senior Operations and Administration Manager] </pre>

EDUCATION, EXPERIENCE & SKILLS

EDUCATION

- Preferably a tertiary qualification in general business and administration management or/and financial management and/or other relevant qualifications related to overall operations and administration of a business or/and NPO.

EXPERIENCE

- Administration experience
- Management experience
- Financial Management experience
- Operations experience
- Experience in the education sector and/or science centre environment (advantageous)
- Experience in the NPO sector (advantageous)
- Project management experience
- Programme and event planning & management experience (advantageous)

KNOWLEDGE / SKILLS

- Excellent Communication, Organizational, Business and Financial Management skills
- Well versed in development and implementation of policies and procedures and be able to actively discover new ways to do a job more efficiently (innovative)HR support processes
- Detail orientated
- Administration processes and procedure
- Some understanding or/and experience of NPO requirements and management
- Health & safety requirements and practices
- Proposal and report writing