

Terms of Reference for Operations Manager

Post: Operations Manager

Post Type: Full time

Reporting relationship: Managing Director

Key tasks, responsibilities and deliverables:

- Create and implement long term business plan to ensure continuity of business operations
- Contribute to the formulation of annual budget with forecast of capital and expenditure requirements
- Create and implement operational systems, process and policies to ensure continuity of business operations in the long run
- Strategic oversight of the customer experience through continuous improvement in business process and delivery of services
- Develop and enforce sound policies and structures for the growth of the company
- Oversee administrative, human resource and procurement functions of the Corporation
- Develop a strong workforce by developing competent individuals
- Design HR development plans including competency training and skills development for the staff
- Payroll management, including tabulation of accrued employee benefits
- Plans, schedules, and reviews workload to make sure targets are being met on a cost-effective basis
- Manage confidential information with utmost discretion as well as matters pertaining to HR function
- Plan, supervise and coordinate procurement activities
- Ensure procurement related activities are properly authorized, recorded and have adequate supporting documentation
- Oversee inventory of office supplies and the purchasing of new material with attention to budgetary constraints
- Maintenance and management of security of premises and facilities by establishing, following and enforcing standards and procedures and complying with legal regulations
- Establish and maintain efficient filling system
- Provide Support to all functions of the Corporation
- Preparing of reports required by the senior Management and Board of Directors
- Provide support on ad hoc requests as required by the Management and Board of Directors

Requirements

- MQA level 7 qualification in Business Administration, Economics or related field
- Minimum 7 years of experience in relevant areas of work
- Strong knowledge of office management procedures, departmental as well as legal requirements
- Fluent in written and spoken English and Dhivehi
- Strong analytical, problem-solving and decision-making skills
- Highly developed organizational and administrative skills
- Excellent interpersonal and communication skills
- Excellent people management abilities
- High emotional intelligence while handling all staff members as well as stakeholders
- Should proficient user of MS Office software package

Remuneration package

- Competitive pay depending on Experience and Qualifications

Working Hours

- The selected applicant will be required to work from 0800 to 1600 on weekdays

Only short-listed candidates will be contacted for interviews.