



CHIEF OPERATING OFFICER

WHO WE ARE

The Collective X is at the forefront of tackling South Africa's critical shortage of digital skills. As a dynamic not-for-profit organisation, we meaningfully connect the supply and demand of South African digital skills by facilitating the right training, at the right time, for the right price, to impact our future in the right way.

Spearheaded by a team of seasoned professionals with extensive backgrounds in social impact, government, private sector, and programme management and supported by a profiled and experienced board that provides financial and governance oversight, we are on track to inject 10,000 new digital jobs for marginalised young people into the economy.

While still a young organisation, The Collective X is very well supported by several philanthropic and business organisations, guaranteeing stability and sustainability over the coming years. With a rapidly expanding network of donor partners and robust support from the business community, senior leaders, and business influencers nationwide, we are experiencing rapid scale and are poised for significant impact.

Join us in our mission to revolutionise South Africa's digital landscape and make a tangible difference in the lives of its people. At The Collective X, you will be part of a cutting-edge organisation in a fast-paced environment, where innovation thrives and meaningful work with impact is at the heart of everything we do.

OVERVIEW OF THE ROLE

Working with the Chief Executive Officer, the Chief Operating Officer (COO) will drive operational delivery and play a pivotal role in shaping and preserving the company culture to maintain an environment where innovation, collaboration and excellence thrive. The COO will lead by example ensuring that every member of the team is aligned with the organisation's cultural principles and core principles.

The COO will ensure the alignment of operations and TCX's business objectives, by understanding the organisation's deliverables and ensuring the consistent execution and delivery of all operational issues. The COO will enable TCX's continued success by supporting the collaborative and high-performance working environment that requires deep understanding of the day-to-day operations of TCX, as well as steering the operational direction of the business, together with the CEO and Executive team. The COO will be fundamental in intentionally weaving and instilling TCX's culture and values seamlessly into the systems, processes, and behaviours across the organisation. The COO will be responsible for the full operations function across TCX's. This will require the COO to work collaboratively with all the TCX leaders, including the development and leadership of an Operations Committee. The COO will play a critical role in managing the operations of TCX, ensuring that resources are managed effectively and efficiently to achieve TCX's goals and objectives.

The COO is responsible for providing operational leadership and support to all verticals within TCX, including but not limited to the operational strategy, performance monitoring, talent development, productivity and efficiency, cross-functional collaboration, expansion, risk management, driving best practice, statutory management and compliance, business strategy and operational leadership.

Roles and Responsibilities

| Roles/Responsibilities | Description |
|--------------------------------|---|
| Culture and Leadership | Supporting the leadership team as the custodians of TCX's culture by preserving the values whilst building and leading an effective and results driven operations team. |
| Operational Strategy | Develop and execute comprehensive operational strategies that align with TCX's vision and objectives. Collaborate with the executive team to set strategic goals, identify opportunities for growth, and implement action plans to achieve targets. |
| Performance Monitoring | Establish key performance indicators (KPIs) to measure the effectiveness of all staff, as well overall organisational performance. Regularly analyse data and performance metrics to identify areas for improvement and capitalize on growth opportunities. |
| Talent Development | Continue to build and lead a high-performing operations team, providing mentorship and guidance to nurture talent and cultivate a positive work culture. |
| Productivity and Efficiency | Continuously evaluate and optimize internal processes and workflows to enhance productivity and efficiency throughout TCX. Implement best practices and automation where applicable to streamline operations. |
| Business Strategy | Be an active participant in developing and executing TCX's overall business strategy. |
| Cross-functional Collaboration | Foster collaboration among teams, including *to be filled in*, to drive alignment and achieve company-wide objectives. |
| Expansion | Work closely with the executive team to plan and execute partner/expansion strategies, ensuring seamless operations developing innovation solutions in green field situations. |

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| Risk Management | Develop and implement risk management processes to mitigate any potential risks associated with operating in various countries. |
| External Partner Engagement/Stakeholder Management | Build and maintain strong external relationships with partners to drive business development, enhance product distribution, and increase market reach. |
| Industry Awareness | Stay informed about the latest trends, innovations, and developments in the relevant industry. |
| Target & Execution Orientated | The TCX model is premised on outcomes and all our plans are underpinned by annual targets. This role should feel deeply invested in achieving these objectives and put in place operational controls to achieve them. |
| Flexibility & Adaptability | TCX work is complex, and solutions are not always straight forward and predictable. You should demonstrate flexibility and adaptability to operational delivery. |

Qualifications

- Business/Accounting Degree.
- Minimum of 10 years' experience in a senior operational management role.

Competencies

- Strong communication skills (written, verbal and presentation).
- Up-to-date knowledge of relevant operating best practices.
- Ability to demonstrate high levels of professionalism, customer service and leadership.
- Ability to deal with ambiguity and innovation in greenfield situations.
- Strong and inspirational team leader skills.
- Collaboration style.
- Detailed orientated.
- Results-driven, "can do" attitude and resilience.
- Strong delivery management and organisational skills.
- Ability to prioritise and effectively manage many tasks at the same time.

Please send your application to nthabiseng@thecollectivex.org

Closing Date: 26 March 2024