

<b>JOB DESCRIPTION</b> FOR/HR/34	<b>EFFECTIVE DATE:</b> 00/00/2018	
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<b>POSITION TITLE:</b>	<b>Operations Manager</b>
<b>GRADE:</b>	<b>D3</b>
<b>REPORTING TO:</b>	<b>Senior Manager Operation</b>
<b>DIVISION:</b>	<b>NSFR</b>
<b>SUBORDINATE (S):</b>	<b>Silo Control Officers and Mill Operation Officer</b>
<b>DATE:</b>	<b>30 July 2020</b>

<b>Purpose of the position</b>
<p><b>This Position:</b> The Operations Manager is responsible for the management and administration of operations, finance and human resources of the NSFR division. This position oversees the day to day operational activities of the NSFR Grain Storage and Milling Facilities consisting of Okongo, Omuthiya, Tsandi, Rundu, Katima Mulilo silos and Katwitwi milling respectively. This includes the coordination of activities such as procurement, receipt, storing, quality control, dispatching and transporting of grains as well as milling and maintenance of facilities among others.</p>

No.	Key Performance Area	Key Tasks	
1	<b>Strategic Effectiveness</b>	1.1	Ensures service delivery that is appropriate with AMTA needs, including a high level of customer service in all lines of service provided.
		1.2	Proactively markets AMTA in the regions, ensuring that annual strategic projected growth goals are achieved and that the division generates sufficient revenue to cover its costs.
		1.3	Ensures that all relevant human resources policies and procedures are understood by all staff.
		1.4	Prepares annual plans, budgets, business plans, feasibility studies, investment memoranda and all other program, financial and business documents and present these for approval, as may be required from time to time.
		1.5	Provides leadership and supervision to the staffs, ensuring that their efforts are well-coordinated with the AMTA's strategic business goals and objectives.
		1.6	Sets the silo centres objectives and individual performance standards, monitors progress and provides support and guidance and takes corrective action as and when necessary.
		1.7	Determine the operation's resources parameters e.g. manpower, operation costs and capital, budgets, prepares and submits budget requirements.
		1.8	Develop storage facility operations procedures, communicate this information to staff and directs the work activities of the Silo Control Officers

		<p>1.9</p> <p>1.10</p> <p>1.11</p> <p>1.12</p> <p>1.13</p> <p>1.14</p> <p>1.15</p> <p>1.16</p> <p>1.17</p> <p>1.18</p> <p>1.19</p> <p>1.20</p>	<p>Co-ordinates the development and/or improvements of operating systems, especially those that impact on the operating efficiency within the NSFR division. Monitors and controls expenditure against approved budget.</p> <p>Monitors and ensures that policies and procedures are strict and not exposed to malpractices and abuse at centres level. Proposes adjustments to the Strategic Management Plan to accommodate changes in the environment that impact the NSFR operations.</p> <p>Ensures that standards are maintained and the necessary quality control and standards are adhered to. Ensures the growth base of demand and supply of food Silos in the regions.</p> <p>Identify business growth areas for the NSFR</p> <p>Provide reports to the senior manager on a monthly basis.</p> <p>Sets the fee structure to be used by the Silos and ensures that these are enforced and reviewed on a regular basis.</p> <p>Ensures that the Silos comply with all Occupational Health &amp; Safety standards as well as other regulatory compliance rules and regulations.</p> <p>Implements strategies to protect any form of corruption and fraud in AMTA structures at operations level.</p> <p>Increases NSFR presence in the relevant areas by ensuring visibility when conducting services during events.</p>
2	<b>Operation management</b>	<p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p> <p>2.6</p> <p>2.7</p> <p>2.8</p> <p>2.9</p> <p>2.10</p> <p>2.11</p> <p>2.12</p> <p>2.13</p> <p>2.14</p>	<p>Ensures that operations and administration are efficiently managed in accordance with AMTA policies and procedures.</p> <p>Advices AMTA management on reserve re-stocking, stock management, markets and related matters</p> <p>Ensures that a quality management system is developed to gain quality certification for laboratories and other units.</p> <p>Ensures that the Senior Manager is alerted timely of problems in program implementation, security, or operations.</p> <p>Analyses productivity trends and ensures implementation of appropriate actions resulting from trend analysis.</p> <p>Ensures that the best equipment are employed at the Silos by performing analysis on trends and keeping abreast of national standards and international practices.</p> <p>Reviews strategies and influences Silo Control Officers to accept practices and standards.</p> <p>Ensures that appropriate business systems are in place and operating effectively to deliver quality and accuracy in all aspects of the planning business.</p> <p>Responsible for needs assessments and planning within the division.</p> <p>Ensures that information from the field level is being provided to the immediate supervisor for providing effective and high quality reports and proposals for the Senior Manager.</p> <p>Implements knowledge management systems and forums to expose employees to industry best practice as well as capturing and sharing knowledge of employees within the NSFR department with other employees at AMTA. Manages the branch honestly, follow high ethical standards, and comply with all government regulations. Ensure implementation of quality and food safety standards at the silos.</p> <p>Responsible for planning, assist with proposal writing, concept paper drafting, situational analysis and documentation</p>

		<p>2.15 Responsible and accountable for the safekeeping and management of AMTA's Assets, including infrastructures, equipment, inventory and cash. Addresses customer and employee satisfaction issues promptly.</p> <p>2.16</p> <p>2.17 Prepares weekly reports to the Senior Manager and prepare or assist with other reports as required.</p> <p>2.18 Directs all operational aspects of the division including Mill operations, customer service, human resources, administration and sales in a manner that supports reaching the profitability goals</p> <p>2.19 Ensures that all areas of work performance or departments are properly staffed and directed.</p> <p>2.20 Provides training, coaching, development and motivation to bring out the best in each team member</p> <p>2.21 Ensures that personal and administrative records are accurate, updated and that they are confidentially managed.</p> <p>2.22 Performs any other functions as and when required by the Senior Manager</p> <p>2.23 Maintains proficiency in computerized systems and other technologies as required.</p> <p>2.24 Identifies opportunities for competitive sourcing of Agronomic products not produced in Namibia in the event of crop failure or shortfall.</p> <p>2.25 Draws up a seasonal release and stocking plan according to the research results.</p>
3	<b>Assurance</b>	<p>3.1 Interprets all NSFR-related legislation and regulations and implements procedures to ensure that these requirements are observed.</p> <p>3.2 Ensures that all legal appointments are made and ensures that all legal exemptions are obtained.</p> <p>3.3 Conducts regular risk assessments, including internal and external audits, on all aspects of the NSFR division, and makes adjustments when the risk has passed beyond acceptable threshold levels.</p> <p>3.4 Manages the development and implementation of improved cereal marketing processes and quality standards.</p> <p>3.5 Ensures that all technical work carried out is done to appropriate quality standards (eg. as defined by asset management guidelines, logistics, agricultural standards, safety, health and environmental standards and food hygiene control principles).</p> <p>3.6 Reviews NSFR operations regularly to ensure compliance to set standards, using appropriate governance techniques.</p> <p>3.7 Manages Contractors hired by AMTA and ensures service level agreements are met.</p>
4	<b>Stakeholder Engagement</b>	<p>4.1 Develops and maintains relationships with stakeholders to ensure that AMTA programs are not taking place in a policy vacuum or duplicating or contradicting the efforts of others.</p> <p>4.2 Communicates effectively with other divisions by sharing information on effective practices, competitive intelligence, business opportunities and needs.</p> <p>4.3 Represents AMTA at various fora and meetings of interest to AMTA.</p> <p>4.4 Ensures that relevant information is communicated to all stakeholders regarding AMTA regional operations, more effectively and efficiently by putting strategies and procedures to endure adherence thereof.</p>

		<p>4.5 Participates actively in producer, business and industry organizations to build a network of contacts that improve the presence and reputation of the AMTA in the country.</p> <p>4.6 Ensures that all relationships with service providers and service receivers (within or external to AMTA) are managed through partnership agreements.</p> <p>4.7 Develops and implements appropriate communication and information management structures to allow for effective leadership of the NSFR division team.</p> <p>4.8 Maintains good networking relationships within AMTA and works to ensure that the division does not operate as an entity outside of the AMTA umbrella.</p> <p>4.9 Responsible for effective resource management to ensure the sustainable operations of the division</p> <p>4.10 Ensures there are sufficient marketing and storage space in the Silo and the sufficient supply of produce from farmers to agents.</p> <p>4.11 Facilitate preparation of cropping schedule for farmers to eliminate the risk of over -and under supply.</p> <p>4.12 Develop relations with, AgriBus Dev for green schemes, Farmers Associations and Millers.</p> <p>4.13 Liaises with the Office of the Prime Minister, Namibia Standards Institute, MAWF &amp; NAB and any other relevant body.</p>
5	<b>Resource Utilization and Risk Management</b>	<p>5.1 Co-ordinates the preparation of annual budgets (including capital) for all sections within the NSFR division, monitors the utilization of the budget on a monthly basis and ensures that deviations are rectified.</p> <p>5.2 Ensures that control mechanisms are in place to manage all corporate monies within the area of responsibility, according to good corporate governance principles.</p> <p>5.3 Determines the deployment of resources (employees, machines, money, materials) to ensure the achievement of agreed divisional outputs.</p> <p>5.4 Review /verify invoices and orders to ensure timely payments and delivery</p> <p>5.5 Compiles monthly financial income and expenditure reports of the division and forwards those to the Senior Manager.</p> <p>5.6 Ensures adherence to the AMTA financial, procurement and asset management procedures and policies.</p> <p>5.7 Coordinates the overall acquisition and effective utilization of regional resources.</p> <p>5.8 Adheres to all AMTA financial reports requirements and ensure timely submission of financial reports.</p> <p>5.9 Assess local market conditions, identify current and prospective sales opportunities and develop forecasts, financial projections and business plans for the division.</p> <p>5.10 Identifies potential risk areas within the division and with the assist of Internal Auditor prepares a risk management plan</p> <p>5.11 Implements the proposed remedial actions in the Divisional Risk management plan and reviews the plan timely.</p>
6	<b>Innovation/Best Practice Benchmarks</b>	<p>6.1 Establishes appropriate benchmarks for NSFR performance against leading competitors.</p> <p>6.2 Identifies and creates a strategy for implementing appropriate world class practices.</p> <p>6.3 Reviews recommendations for improvements or alterations to existing NSFR systems and processes and implements these if they are found to be in the interests of improved efficiency.</p> <p>6.4 Analyses trends and implements actions to ensure optimal process and performance standards.</p>

7	<b>Human Resources Management</b>	7.1 7.2 7.3 7.4 7.5 7.6 7.7 7.8 7.9 7.10	<p>7.1 Comprehends and makes known the division's goals to subordinates and explains the purpose of operational instructions, policies, procedures and regulations to subordinates.</p> <p>7.2 Leads the NSFR team, according to accepted leadership principles, by ensuring that all members are aware of, and aligned to, AMTA's mission, vision and values.</p> <p>7.3 Facilitates the development of key performance indicators to measure the effectiveness of division operations.</p> <p>7.4 Mentor , train and supervise staff to provide the necessary skills to ensures that subordinates are suitably developed to meet present and future divisional needs to achieve output requirements</p> <p>7.5 Converse with Silo Control Officers to coordinate divisional activities such as purchasing, records control, stock management, sales and facility maintenance.</p> <p>7.6 Authorize all leave applications and ensures that operations continues without interruption.</p> <p>7.7 Measure performance of direct subordinates and provide feedback on the extent to which objectives and target have been met.</p> <p>7.8 Assess subordinate performance and implements behaviour correcting measures. Responsible for the supervision and work performance of the immediate subordinates.</p> <p>7.9 Ensures that manpower is available at all centres to handle daily needs at all times.</p> <p>7.10 Settle minor grievances with employees in the regions</p>
8	<b>Occupational Health and Safety (OH&amp;S)</b>	8.1 8.2 8.3	<p>8.1 Co-ordinates the Occupational Health and Safety function with special emphasis on ensuring that AMTA's overall policy and objectives to pursuing excellence in safety and awareness are achieved.</p> <p>8.2 Reviews the OH&amp;S program by ensuring that it addresses critical safety issues and complies with all statutory legislation and regulations.</p> <p>8.3 Co-ordinates and monitors the application of the company's OH&amp;S program and ensures that it is correctly interpreted and if necessary initiates remedial action where objectives are not achieved.</p>
9	<b>Compliance</b>	9.1 9.2 9.3 9.4 9.5 9.6 9.7 9.8	<p>9.1 Ensures that Silos at complies with all relevant legislation.</p> <p>9.2 Ensures that activities are performed within the scope of AMTA rules, policies and regulations.</p> <p>9.3 Ensures that storage facilities, infrastructures and all equipment are well maintained.</p> <p>9.4 Ensures safety and environmental requirements are in compliance with the company's policies.</p> <p>9.5 Oversees that SCOs and operations employees maintain safe and sanitary workplace and promote safety among the employee and customers.</p> <p>9.6 Must be knowledgeable of the facilities' operations and be able to substitutes for SCOs, Operations employers at all locations, including grain loading/unloading of trucks.</p>
<b>MINIMUM EDUCATIONAL REQUIREMENTS</b>			
1 2	<p>Bachelors' Degree in Agriculture ( Crop Science, Food Science , Agric. Economics or Agriculture Management) or equivalent qualifications A Bachelors Science Degree in Business Administration, or in a discipline related field will be an added advantage.</p>		
<b>MINIMUM YEARS OF EXPERIENCE REQUIRED:</b>			

1	A minimum of five (5) years of which five years would be at management level, preferably in a business or corporate environment.
2	Demonstrated ability to motivate participation and cooperation of employees and leadership.
3	Excellent interpersonal, oral and written communication skills, including public speaking, coaching, consulting, negotiating and influencing others.
4	Knowledge of effective stakeholder engagement principles and practices.
5	Highly organized and systematic, with excellent planning skills.
6	Experience in strategic planning
7	Refined problem-solving and analytical skills and the ability to establish and adjust current and emerging priorities.
8	Results-oriented and focused.
<b>KEY PERFORMANCE AREAS</b>	
1	Strategic Effectiveness
2	Operations Management
3	Assurance
4	Stakeholder Engagement
5	Resource Utilization and Risk Management
6	Innovation/Best Practice Benchmarks
7	Human Resources Management
8	Occupational Health & Safety
9	Compliance
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
<b>KNOWLEDGE:</b>	
1	Committed to inclusiveness and the ability to work effectively with diverse constituencies.
2	Knowledge of Agricultural systems, methods and techniques including Silo Management.
3	Knowledge of laws, rules, regulations, and guidelines pertaining to agricultural produce storage, packaging and distribution as needed to interpret materials, determine compliance, and formulate/implement programmatic procedures.
4	Knowledge of occupational hazard and safety issues related to fresh produce work and grain handling.
5	Knowledge of financial planning and management techniques to include operating and capital budgets, equity and efficiency in revenue.
6	Knowledge of budgetary process to include identifying funding sources, projecting and tracking expenditures, projecting and tracking revenues, and identifying alternative financial sources as needed to implement program (s), relate program plans to budgetary needs, and contain costs.
7	Knowledge of the organization and functions to include inventory control, personnel management, capital acquisition, etc. as needed to review programs, provide technical assistance, and ensure that various groups are following procedures.
8	Knowledge of laws, regulations and procedures pertaining to employment to include hiring, discipline, termination, and employment discrimination as needed to supervise employees.
9	Broad based knowledge of management, planning and control systems, modern office administration, and human resource administration.
10	Knowledge of basic accounting principles to include debits, credits, and balance sheets as needed to complete daily and monthly audits, balance money against budgeted figures.
11	Knowledge of progressive discipline procedures found in AMTA Rules and Regulation to include discipline steps, necessary documentation, and notification procedures as needed to supervise staff.

12	Knowledge of AMTA human resource functions to include Personnel Rules, regulations, policies and procedures.
13	Knowledge of Health & Safety and maintenance practices according to AMTA regulations
14	Knowledge of engaging with different stakeholders on different platforms.

**SKILLS & ABILITIES:**

1	Ability to understand and leverage own strengths by effectively delegating to and mentoring employees.
2	Positive and professional attitude, appearance and demeanor, and the ability to serve as a professional role model internally and in the community.
3	Skill in verbal communication to include breaking down technical information, logical ordering of information, and being clear and concise as needed to explain the AMTA operations, services laws, regulations, and procedures to employees, the public, and other interested parties; resolve conflicts, obtain information; and ensure smooth operation of the branch office.
4	Skill in written communication to include correct grammar, spelling punctuation, clarity, conciseness, paragraph structure/organization as needed to write letters, memos and write letters.
5	Ability to formulate /develop budgets.
6	Ability to interact with others to include listening, hearing both sides without judging, using a calm and neutral tone of voice, being firm and courteous, being patient and tactful, and recognizing when to dispense with the discussion and cool off as needed to resolve conflicts, provide/gather information and assign work duties, coordinate with other staff and conduct performance counselling.
7	Ability to handle multiple tasks simultaneously to include being interrupted and returning to work immediately as needed.
8	Ability to work independently with little supervision to include time management and prioritization as needed to meet deadlines, troubleshoot problems, and locate errors.
9	Ability to plan and organize work for office and staff to include time management, prioritizing, measuring work load levels, and ensuring adequate staff levels as needed to supervise employees.

**OFFICE/FIELD WORK:**

40% Office Work  
60% Field Work

**DEGREE OF SUPERVISION AND WORK CLASSIFICATION**

The fundamental reason this classification exists is to carry out the mandate of AMTA in the NSFR.  
This position regulates the commitment of resources within the NSFR department to optimize the efficiency of operations; Identify opportunities and Initiates the development and exploitation of new and/or phasing out of redundant operating units/resources,  
Reviews the occupational Health & Safety policies and procedures for the department.  
This position may act as Chairperson and could be a member of various committees.

**INCUMBENT NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SUPERVISOR NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Job Description Disclaimer:** The statements included in this document are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

