



Job Description: Operations Manager, Tracker Academy

- Position: Operations Manager
- Reports to: General Manager
- Operational Venues: Londolozi and Sandringham, South Africa and projects in Mozambique, Botswana and Tanzania
- Place of Residence: Sandringham Nature Reserve, Orpen road.
- Salary: Dependant on experience
- Candidates to apply to: Alex van den Heever on alex@nns.co.za

Overview:

The Operations Manager at Tracker Academy is responsible for overseeing daily operations, coordinating logistics, managing student and trainer activities, and ensuring the smooth and accurate execution of training programmes. The role requires a dynamic individual with excellent organisational, communication, and leadership skills to maintain and enhance the academy's operational efficiency.

Key Responsibilities:

Student Management:

- Conduct interviews and manage student selection processes.
- Maintain and update student files and lists.
- Send welcome letters and manage indemnity forms.
- Inform and coordinate student arrivals with relevant staff.
- Organise student practical interviews and training sessions.
- Handle student registrations with CATHSSETA and FGASA. Coordinate and accurate completion of registration forms and liaise with SACT's Alumni Relations Manager for learner registrations with Training Authority.
- Manage student certificates, reference letters, and CVs.
- Coordinate with trainers on student progress and assessments.

Trainer Management:

- Identify, discuss & organise trainer's needs for constant development.

- Manage performance appraisals.
- Organise training resources.
- Co-ordinate cross-programme training
- Ensure trainers' code of conduct
- Oversee trainer welfare
- Ensure trainers are meeting the training and evaluation standards of Tracker Academy

Programme Management & Internal Moderation:

- Planning (R&D plans) in co-ordinance with SACT's Learning & Development Manger, relevant staff and external moderator.
- Ensure that training practices adhere to the industry regulations and standards.
- Oversee & record keeping of monthly & semester training reports.
- Oversee all programme changes and implementations.
- Conduct learner evaluations.
- Prepare & obtain trainers and learners evidence for moderations purposes.

Operational Coordination:

- Communicate and schedule dates for key personnel,
- Organise logistics for student and staff arrivals at Londolozzi and Sandringham.
- Arrange uniforms for staff and students.
- Manage accommodation arrangements for consultants and visitors.
- Handle all payment requests and financial transactions related to operations.
- Coordinate vehicle services and licensing renewals.
- Oversee food and training equipment orders for both locations.
- Coordinate the printing of learning materials and other essential documents.
- Have a good understanding of policies and procedures, implementation and review according to organisational needs.

Training and Development:

- Schedule and manage staff training sessions, including weapon competency, PSIRA, dog handling, and first aid training.
- Coordinate polygraph bookings and Eyebraingym sessions.
- Organise and oversee moderation dates for training programs at both Londolozzi and Sandringham.
- Manage the training and assessment of the Conservation Guardian group and Tracker Modules.
- Support operational matters through communication with relevant staff members.

Administration:

- Prepare and submit monthly reports to the CEO.
- Ensure all staff leave is documented and managed efficiently.
- Obtain quotes and assist in annual budget controls and planning.
- Organise and maintain contracts for interns, consultants, and new appointments.
- Manage staff monthly data, airtime allocations, and stipends.
- Handle all communication with the finance department regarding invoicing and payments.

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Candidate: Key Skills and Qualifications:

- Excellent understanding of South African cultural diversity – and preferably speak an African language.
- Proven experience in an operations management role, preferably in an educational or training environment.
- A background in animal tracking, nature guiding or wildlife related.
- Excellent organisational and multitasking abilities.
- Strong leadership and team management skills.
- Effective communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and other relevant software.
- Ability to work under pressure and meet deadlines.
- Preferable: Bachelor's degree in Nature Conservation, Wildlife or a related field.

Candidate: Desirable Attributes:

- Passion for wildlife conservation, animal tracking and education.
- Experience in logistics.
- Familiarity with wildlife tracking and conservation (CATHSSETA & FGASA) training programmes.
- Knowledge of relevant South African regulations and registration processes for educational institutions.

30 July 2024.

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