



General Manager – Projects and Operations

Overview of the role:

We are seeking an experienced and results-driven General Manager of Projects & Operations to lead and optimize various aspects of project execution and operational management. The ideal candidate will be responsible for overseeing multiple functions, ensuring successful project delivery, and fostering continuous improvement across the organization.

Key Responsibilities:

- **Leadership & Team Management:**
 - Lead, mentor, and manage cross-functional teams, including project management, operations, procurement, and logistics, to ensure the efficient delivery of projects and day-to-day operations.
 - Direct a team of employees, implementing performance metrics, OKRs, and standard operating procedures (SOPs) to improve productivity and quality control.
- **Project Management:**
 - Oversee the successful execution of high-impact projects from initiation to completion, ensuring adherence to timelines, budgets, and quality standards.
 - Manage multiple projects simultaneously, conducting risk assessments, developing mitigation strategies, and resolving any roadblocks to ensure project success.
 - Lead cross-functional collaboration to align project goals with business objectives, ensuring smooth communication and coordination across teams.

- **Operations Management:**
 - Develop and implement operational strategies that enhance productivity, reduce costs, and improve overall efficiency.
 - Standardize workflows through SOPs, fostering a culture of continuous improvement by implementing lean principles and optimizing business processes.
 - Direct day-to-day business operations, driving the execution of key operational processes to meet organizational goals.
- **Stakeholder Engagement:**
 - Build and maintain strong relationships with clients, stakeholders, and internal team members, fostering a collaborative environment to ensure project and operational success.
 - Provide strategic guidance and recommendations to senior leadership, presenting performance metrics, forecasts, and operational insights to drive informed decision-making.
- **Process Improvement:**
 - Identify and implement process improvements to streamline operations and enhance project delivery, resulting in improved efficiency and reduced costs.
 - Foster a culture of continuous improvement and operational excellence, ensuring the organization stays competitive and innovative.

Requirements:

- Proven experience in managing large-scale projects and overseeing operations in a similar role.
- Strong leadership and team management skills, with the ability to motivate and guide teams toward achieving business objectives.



- Experience in developing and implementing operational strategies, including the use of performance metrics, OKRs, and SOPs.
- Excellent communication, risk management, and problem-solving skills, with a demonstrated ability to handle complex challenges and drive continuous improvement.
- Ability to foster relationships with clients, stakeholders, and team members to ensure alignment and success.
- A results-driven mindset with a focus on delivering high-quality results within scope, time, and budget constraints.

Educational / Experience requirements:

- Experience in process optimization using lean methodologies.
- Strong knowledge of project management methodologies, such as Agile or Waterfall.
- Previous experience managing procurement, logistics, or operations in a complex business environment.
- Nation Diploma or Degree in Business management or Project management

Additional information:

- Number of positions: One (1)
- Type of role: Permanent.
- Location: Gauteng - Hybrid
- Salary: to be discussed, in line with skills and experience.

If you're passionate about developing high-quality, scalable applications and projects, we'd love to hear from you, please send your CV to Keshnee Reddy-Chetty, keshneer@icetech.io.