Visitor Operations Manager  
Job Grade 8  
R503 439.78 – R704 791.03 Total Cost to Company

The above mentioned position is available in the Operations department at Robben Island Museum. Reporting to the Senior Manager Operations the purpose is to plan and manage the effectiveness of visitor operational services by improving functions as well as implementing and monitoring systems to ensure effective coordination and communication between support and frontline operational functions.

Duties and Responsibilities:

- develop and maintain operational monitoring and evaluation systems for the value chain;
- develop and improve methodologies mapping the entire value chain stream;
- improve processes and review policies in line with RIM’s mission;
- facilitate operations management, reporting, planning and information flow;
- Identify weaknesses and risks and develop mitigation measures to address recommendations;
- Facilitate and participate in capacity building and skills transfer for the visitor operations support and front-line units;
- Develop processes and procedures to maintain applicable best practices to meet changing business needs;
- Carrying out advanced data collection and analysis for process improvement and management.

Requirements:

- Bachelor’s degree with either, economics, finance, statistics, project management, operations, logistics and related fields from an accredited university or tertiary institution;
- At least 3-5 years work experience in either finance / business analytics / applied economics / operations and logistics / project management and related fields.
- Experience with logistics in the tourism industry essential
- Capability with data analysis and ability to use information for business decision making
- Proficiency with Process and Business Flow Mapping software to develop efficient operations systems
- Computer Literacy

RIM is an EE, AA, and reserves the right the right not to make an appointment if suitable candidate are not found.

Forward a detailed CV, accompanied by Certified Copies your ID and Qualification Certificates as well as Contactable Referees, to recruitment@robben-island.org.za by no later than 03 March 2020. Note: If you do not hear from us within 30 days, please consider your application unsuccessful. Please note your attachment should not exceed 10 MB