

Mozambique Jobs Expertini®

Head of Operations Support

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Company: PRI

Location: Maputo

Category: other-general

Overview

We are hiring!

Our client in Maputo is looking for a Head of Operations Support to join their team. The ideal candidate will have a deep understanding of the Operations/Management Sector and a proven track record in the relevant field.

To apply or for more information follow the link below.

Responsibilities

Oversee the delivery of a seamless high-quality service across the region's operations function.

Identify, evaluate and drive innovative operational excellence and continuous improvement across the operations function to ensure enhanced operational performance.

Drive the digitalization of the Customer function by streamlining and innovating business processes to enhance efficiency.

Plan and coordinate demand across the operations function, including events, projects and other operations-oriented activities.

Monitor all aspects of the customer journey and Customer function operational touch points in real time and enable the ability to respond timeously.

Requirements

Post Grad Qualification or Equivalent NQF Level 8 Qualifications in Business Management or

similar.

MBA will be an added advantage.

A minimum of 10 – 12 years relevant experience in operations, planning, innovation and process improvement.

8+ years of senior management experience.

Customer related industry and operations or transformation experience.

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