

PalletBiz has the following vacancy and encourages suitably qualified candidates to apply.

Position(s) : Head of Operations
Company : Palletbiz RSA
Location : Bronkhorstspruit – PalletBiz RSA
Type of engagement: Permanent
Reporting to : Board of Palletbiz RSA

As the Head of Operations, you shall oversee the development of our commercial business activities as well as the development of our supply chain footprint in RSA nationally. You will be responsible for the growth of current operations comprising manufacturing, distribution, repair and handling, pallet pooling and other operational activities that the company will undertake in the future. You will further work closely with the Regional Franchisor (PalletBiz SADC) to enhance the regional operations and supply chain. You will be responsible for the operational performance and share the responsibility for the commercial results of the RSA franchise. Together with the PalletBiz SADC MD and the current Management for the RSA Franchise, you will be responsible for the continuous development and adjustments of the Country Franchise strategy and operational plans in line with the PalletBiz ZRT Group Strategy.

With a direct reporting line to the Executive Board of PalletBiz RSA and an indirect report to the PalletBiz SADC Managing Director, and by extension to the Group COO the Head of Operations: RSA will be the key resource for driving and managing the development of the PalletBiz RSA footprint, the sustainability of current operations and the participation of RSA in the advancement of the SADC-region. This includes product mix development, market development, supply chain development, and over time organizational development.

Apart from receiving support from your direct and indirect references, you will be supported by our Global Sourcing & Sales organization – which include category specific CTOs, Marketing & Key Account Service Management, Supply Chain Management, Finance and Accounting staff, and IT-staff.

You will furthermore be supported by key shared services available from the corporate staff in LogiDist Group HQ, as shareholder of RSA Franchise.

Qualifications and Experience required:

- Matric
- Bachelors Degree in Operations Management, Business Administration or related field
- 5-10 years commercial knowledge and relevant industry experience
- 5 years relevant experience in supply chain management/logistics

- Proficiency in Microsoft Office applications, such as Excel, PowerPoint and Word
- Some practical experience with ERP systems
- Familiar with project-based teamwork and business case preparation
- Working proficiency in English language (Group language)
- 5 years experience in the Pallet Manufacturing and Wood Industry;
- 3+ years' proven experience in an operations and business management position

Key Performance Areas:

Market intelligence and Marketing

- You must become the most knowledgeable person in our organization on the competitive environment of the RSA forestry sector
- Hire student interns to assist with the desk top research work – but you must guide the work in the right direction, and follow-up and deepen the research with personal contacts and approaches.
- In close cooperation with the Global Marketing & Key Account Service Manager and the local Country Franchisees, you will then plan and execute the market communication directed both at potential customers as well as potential suppliers/franchisees.
- Leads generated from the marketing activities shall be followed up through electronic communication or direct physical meetings/site visits

Sales & Key Account Management:

- Relations with potential new accounts as well as existing accounts must be done either alone or with the support of colleagues and PAP partners. This will include a fair amount of travelling.
- The sales approach in PalletBiz is very consultative – you must be able to provide the customers with added value as part of our mission.
- As the national footprint develops, there will be more staff to coordinate, supervise and support.

Sourcing & Supply Chain Development footprint:

- As customer opportunities become realistic it will be your responsibility to ensure that we can source and/or manufacture the goods to be sold in the right quality and quantity as per the service level agreed with the customer.
- Oversee materials and inventory management
- The initial sources of supply will not suffice as and when the demand materializes from new customers in more provinces within the country.

- We must therefore be proactive in developing new sources and consider establishing new manufacturing sites – either in cooperation with partners or by adding new production and distribution HUBs operated by ourselves.

Logistics Management and Reporting:

- Coordinate activities to ensure they are carried out in full compliance with PalletBiz Way and procedures
- Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity
- Ensure timely submission of the monthly Reports, including identification of areas of concerns/ needing improvement and progress and other operational reports required.
- Ensure that all operational risks are evaluated regularly and that key risks are comprehensively mitigated against.
- Lead management staff meetings to promote and ensure adequate planning for and responsiveness to the operational needs of the company. Responsible for developing and delivering effective internal and external communication tools.
- Assist with communication to customers and internal communication to PalletBiz staff.
- Prepare draft reports, background and documentation and research.
- Coordinate flow of information and communication and disseminate it according to plan /strategy.

Compliance:

- Ensure that, you comply to PalletBiz How-To-Guide when doing production.
- Ensure that you comply with company policies and procedures.
- Labour relations laws
- Company legislation and other industry-specific regulatory requirements
- Ensure that you adhere to the following quality standards / certifications within the industry:
 - ISPM 15
 - ISO 9001
 - ISO 14001
 - FSC

Finance/ Budgeting:

- Provide inputs and participates in budget development or amendments to ensure accurate costing of materials.
- Manage timely data collection to update operations metrics to achieve production targets, reduce cost per unit, eliminate errors, and deliver excellent customer service
- Conduct budget reviews and report cost plans to upper management

Communication and Research:

- Responsible for developing and delivering effective internal and external communication tools.
- Assists with communication to suppliers and internal communication to PalletBiz staff.
- Prepare draft reports, background and documentation and research.
- Coordinate flow of information and communication and disseminate it according to plan /strategy.
- Act as a primary contact for our suppliers and customers.

HR and Staff Development:

- Manage staff development and training (ensure staff are satisfied and advancing according to their abilities and interests) as well as providing mentoring where needed
- Ensure that the cross-cutting teams (Production, Sales and HR) are informed of team members that require trainings and refreshers etc.
- Manage team building and ensure staff work well together
- Adhere to SOPs in line with agreed indicators
- Draw up strategies that utilise existing staff in areas of support
- Support Core teams in implementing support measures for staff development
- Implement countermeasures for areas that have not met targets
- Manage team building efforts that ensure customer service, production team and sales team work together to ensure production success

NB: THE CANDIDATE MUST BE WILLING TO TRAVEL AND VISIT PALLETBIZ RSA SITES

Advanced skills – Preferred:

- Having experience within the packaging and handling material industry
- Management experience in production companies – especially the sawmilling/lumber industry
- Demonstrating management skills
- Possessing a relevant Management degree/education
- Understanding other relevant languages
- Business experience within the SADC region

Personality:

- You must be energetic and business oriented
- You must be able to work independently as well as in teams - and be able to think “out of the box”
- You must be able to work equally well with “the supplier” as with “the customer”

Interested applicants must submit their CV, Qualifications, ID Copy, letter of motivation and 3 professional references, stating full name of reference, relationship, email address and contact telephone by:

E-mailing: khaya@logidistgroup.com

Cell no: 072 462 9376

This also confirms that, by applying for the above-mentioned position, you consent to PalletBiz to conduct qualification, ID, Criminal and Reference checks which is part of our recruitment process.

Should you not receive a response to your application from PalletBiz within one month of this advert being placed, kindly consider your application as being unsuccessful, we nonetheless want to thank you for your interest shown in our organization.

Date advertised: 11 January 2022

Closing date : 11 February 2022