

## JOB DESCRIPTION

<b>Job Title</b>	<b>Chief Operating Officer (COO)</b>
<b>Department</b>	<b>Operations</b>
<b>Reports To (Function)</b>	<b>Chief Executive Officer (CEO)</b>
<b>Location</b>	<b>Johannesburg HQ</b>
<b>Number of Direct Reports (Subordinates)</b>	<b>13</b>
<b>Remote</b>	<b>In-person</b>
<b>Job Description Last Updated</b>	<b>5 June 2024</b>

### **Purpose of the position:**

The Chief Operating Officer (COO) will collaborate closely with the CEO and the Executive Committee (Exco) team to develop, execute, and oversee operational strategies that support the Smile Foundation’s mission, goals, and long-term sustainability. The COO will ensure the smooth functioning of Smile Foundation's operations, manage strategic initiatives, oversee project management, and provide leadership and mentorship to the team.

### **KEY RESPONSIBILITIES**

#### **Strategy**

- Collaborate with the CEO and Exco team to develop, execute, and oversee operational strategies that support the organisation’s mission, goals, and long-term sustainability.
- Create the annual strategic plan within Smile’s hospital network and manage ad-hoc activities around it, modifying the plan as needed.
- Regularly communicate relevant information to the CEO acquired through contact with key stakeholders, regional coordinators, and other staff reporting to the COO. This includes formal monthly feedback sessions to the CEO.
- Attend all Smile Weeks and ad-hoc smile slates to maintain relationships with key stakeholders such as doctors, medical teams, the Department of Health, and medical heads to ensure alignment with hospitals, identify patient care opportunities, support fundraising and promote media opportunities.
- Represent Smile as its ambassador at all Smile Weeks being the key point of contact between all stakeholders i.e. donors, hospital, CEO, PR, Media and Regional Coordinators.
- Identify and mitigate potential risks to create solutions for the organisation’s operations, reputation, and compliance. Maintain relevant MOUs with provinces and the Department of Health.

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- Raise any red flags regarding hospitals, medical staff, or Smile employees with the CEO promptly.
- Identify and document all unique characteristics and sensitivities surrounding each hospital.
- Stay informed about emerging trends, best practices, and technological advancements in the company's aligned sector to drive innovation.
- Promote team cohesion and provide leadership and mentorship.
- Stay abreast of and fulfil donor commitments as best as possible.
- Deploy systems and technology that will improve quality and efficient delivery.

### **Project Management**

- Manage projects such as Smile Weeks, Academic Skills Programs, Cleft Friends, Umatter, and ad-hoc activities within Operations to achieve the goals of the company.
- Communicate the project plan to the relevant Regional Coordinator, Support Group Program Manager (Cleft Friends and Umatter), and Allied Services partners.
- Manage and track surgeries from all Smile Initiatives, including those that fall outside of Smile Weeks.
- Arrange travel for the Smile Team attending Smile Weeks, and coordinate with the marketing team regarding media day with hospitals.
- Manage and coordinate private nursing companies when needed and source contract-based anaesthetists who assist with weekly slates.
- Seek new opportunities in hospital networks throughout South Africa to better support patients in a changing and dynamic landscape.
- Collaborate with Regional Coordinators, Psychologists, and Support Groups through the Program Manager for Cleft Friends and Umatter to arrange and manage all ad-hoc national training, conferences, and workshops for medical staff.
- Develop and implement key performance indicators to achieve organisational goals.
- Arrange a debrief session with the CEO and Smile Week team within a week of completing a Smile Week.

### **Team Management**

- Lead the team in a manner that empowers them to deliver on goals, providing high levels of service and support.
- Provide leadership that ensures Smile's objectives are achieved efficiently and effectively through coaching, inspiration, motivation, and goal development.
- Monitor and review performance, driving accountability for achieving results, meeting standards of excellence, and delivering on improvement goals. Take decisive action in cases of poor performance through regular feedback and coaching.
- Compile KPIs for Regional Coordinators and all other employees reporting to the COO, conducting twice-annual performance reviews to be submitted to the CEO.
- Address performance issues appropriately and promptly.
- Use the reward and recognition policy to acknowledge and reward good job performance.

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- Ensure Regional Coordinators support and respond promptly to queries from the Smile team.

### Financial Administration

- Create and manage a budget for each Smile Week project, the Academic Skills Development Program, Cleft Friends, Umatter, and ad-hoc activities/projects.
- Monitor and report to the CEO on the actual costs versus budgeted amounts for each project.
- Provide the total cost schedule of all Smile initiatives to the CEO for the board.

### Administration

- Collect information and statistics from the Regional Coordinators for reporting.
- Submit reports to the CEO following Smile Weeks and slates for donors and other Smile initiatives.
- Maintain accurate and clear documentation for operational processes and procedures.
- Develop Standard Operating Procedures for Smile Weeks and slates.
- Ensure all data collected by the departments adhere to the requirements of the POPI Act.

### Knowledge, Skills and Abilities

The following skills and abilities may be required through a formal schooling, self-education, prior experience, on the job training or combination of above:

### Qualifications: Education/Knowledge/Technical Skills

Degree/Diploma in Project/Operations Management

### Minimum Qualification required:

- Degree/Diploma in Projects/Operations

### Experience:

- Previous operations experience cross-cultural context, preferably with the NGO and Health care.
- Excellent interpersonal skills, an ability to communicate at all levels & handle stakeholder relationships (verbal, written, facilitation).
- Numeracy skills, an ability to manage budgets and produce financial reports.
- Organisational skills, an ability to plan and organise.
- Research skills and an ability to structure, organise & analyse information and processes in a logical & meaningful way (numeric/non-numeric).
- Ability to take initiative and develop creative resolutions to challenges.
- Ability to understand and relate to basic medical terms.
- Minimum of 5 years management experience
- Preferably events and project management experience

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### Behavioural Attributes:

- Competent, self-motivated, honest, integrity.
  - Communication – internal and external; clearly conveying information and ideas; ensuring understanding. Comprehending communication from others. Effective verbal and written communication ability.
  - Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive.
  - Flexibility - Ability to adapt to changing circumstances where required.
  - Attention to detail - Ensuring that work is completed with great care and that every detail is taken care of timeously.
  - Ability to work under pressure, multi-task, prioritize workload and meet deadlines.
  - Assertive, diplomatic personality.
  - Innovative thinker and problem solver.
  - Team player
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- **Carry out any other duties or special assignments as assigned by the CEO.**

### Technical skills & Abilities

- Excellent computer skills (Microsoft Word and Excel)

### Working Environment / Conditions:

- Travel: Ability to travel domestically

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Employee (full name)

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Signature

\_\_\_\_\_  
Date

**Approved by:**

\_\_\_\_\_  
Manager (full name)

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Signature

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Date