



## RECRUITMENT OF OPERATIONS DIRECTOR (OD)

Our client DL Group is one of the leading companies in agribusiness industry in Kenya and Tanzania. It is searching for a competent **Operations Director** located in Tanzania with experience in financial management, technical operations in factory operations systems, strategic leadership in planning, developing, implementing, promoting, and evaluating the effectiveness of the DL Estates and Factories, technical strategies, procedures, and initiatives.

The OD must work with the management team to deliver high level of commitment to our customers, efficient delivery of services and products and commitment to business sustainability. In addition, play a strategic role in business operations, engage shareholders, and the financial community, and handle all IT/Software related requirement for the Company.

### **The Job Profile**

Job Holder Reports to: **Group Chief Executive Officer**

#### a) **Organizational Relationship**

The **Operations Director**, contributes to the success of the DL Group Tanzania by providing strategic leadership in planning, developing, implementing, promoting, and evaluating the effectiveness of the DL Estates and Factories, technical strategies, procedures, and initiatives. The Operations Director will be responsible for the **Tea Estate and Factories in Tanzania** namely, Mufindi Tea and Coffee Limited (Itona & Luponde), Kibena Tea Limited, Ikanga Tea Limited and any other upcoming Tea Estates and Factories.

### **Job Holder Responsibilities**

As a senior member of the Group, the Operations Director oversees both technical and operational services by supervising the GMs and Technical Manager and works closely with the other Directors.

#### b) **Key Result Areas (KRAs):**

- 1) Drive crop production (diversify products and increase volumes)

- 2) Drive quality management across the Division (farming practices, made tea, factory process, etc.)
- 3) Delivery on budget
- 4) Increase revenue streams through Value addition

c) Specific Duties & Responsibilities

**1. Estate and Factory Management System**

**Ensure factory processes meet international best manufacturing practices while strengthening the gardens and estate management.**

- Establish and ensure implementation of Standard Operating Procedures (SOPs) (farm/garden, factory and transportation/shipment, warehousing, and marketing operations)
- Design, develop and execute best-practice initiatives for core programs, including crop management (planting, maintenance, production/harvesting and delivery to factory), planning factory processes and performance-based management across the whole value chain to achieve high quality standards.
- Plan, develop and oversee implementation of annual operational plans for all estates and factories to meet set targets
- Set, support, and maintain expected production/volumes outputs /targets (crop output, factory capacity) and just on-time delivery on shipment
- Establish and systematically implement an appraisal/evaluation system applying PDCA: Plan- Do-Check-Assess Methodology.
- Regularly report above appraisal/evaluation results to the board through Director Agribusiness.
- Develop format(s), review, and feedback to all status reports from General Managers under you and give recommendations to improve to the board through Director Agribusiness.
- Delivery of required crop through contract/partnerships farming agreements (Crop planning and extension services' team management & handling farmer's issues).
- Providing senior level advice and recommendations to senior management and departmental administrators on matters relating to both technical and operational services issues.

**2. Compliance Management**

**Ensure strengthened overall farms, factory equipment and labor effectiveness (operationally) by continuous improvement.**

- Ensure monitoring and tracking of product, team, shift, operator activity including factory performance and quality.
- Ensure On-Time In Full No Errors (OTIFNE) delivery achievement to satisfy customers' demands. Tracking will highlight deficiencies in order process, from order creation right to delivery.
- Drive compliance inspection of Agriculture, Production processes and related services, taking immediate action to assist Estates and Factories address non-conforming areas.
- Ensure necessary production certifications guidelines and best practices
- Ensure maintenance of market, regulatory and compliance certifications running in the Tea Operations.

### **3. Increased Revenue**

**Drive increased revenue and profit to achieve the Company's ambitious growth.**

- Overseeing preparation of annual budget, regular variance statements and annual audit.
- Overseeing the financial control of the business and all matters relating to income and expenditure, reporting in a consistent and timely manner.
- Financial modelling of projects and the on-going monitoring of projects
- Providing vision and leadership in long-range fiscal planning to ensure the continuity and solvency of the company.
- Providing recommendations regarding effective utilization of long- and short-term debt, including refinancing and purchasing/sales.
- Providing vision regarding overall financial health of the operations.

### **4. Increased Market Share**

- Identify potential partnerships, opportunities to enhance distribution and open new markets, and methods to enhance efficiency within the organization's tea sales and marketing departments.
- Present market research and customer profiles to directors and team members, recommending improved strategies to expand market reach.
- Forming and nurturing strategic partnerships with stakeholders, including existing and prospective customers, key players, and consultants in the business, and other companies to leverage their existing networks.
- Receive feedback from the market, customer's complaints and tea testing and sampling results analysis findings are addressed and closed to drive continuous improvement.
- Carry out periodic peer review of competitor teas with an aim of improving product quality to align with the market needs.

- Identify key markets that prefer specific garden marks that the business unit is producing and align the product to the market needs with the aim of maximizing on the realized price.
- Overseeing and implementing the branding strategy, campaigns, and programs within the business unit.
- Evaluating market response to advertising programmes, distribution policies, product packaging and formulations to ensure timely adjustment of marketing strategies and plans to meet changing market and competitive conditions.
- Managing community government and other stake holder's relations i.e., Tea Board, Associations etc.

## **5. Supportive Management and Research Adoption to drive Quality Business**

### **Supportive strategic decision - making process.**

- Submit weekly and monthly reports on group sector performance and ensure data is accurate
- Forecast tea sales targets and ensure they are met by the team
- Track and record activity on customer accounts and help close deals to meet targets
- Work with marketing staff to ensure that prerequisites are met in a timely manner
- Ensure all team members represent the company in the best light
- Research and develop a thorough understanding of the company's people and capabilities
- Enhance group performance by ensuring staff understand company's vision and mission

## **6. Logistics and Warehousing including Supply Chain Management**

### **Maintaining and caring for the warehousing and logistics infrastructure and process**

- Managing the sourcing, tracking and reception of products and materials.
- Evaluating and reviewing the organization's logistics operation business practices, updating, and developing process documentation, streamlining opportunities, and eliminating the non-value-added services.
- Ensure that effective and robust logistics related security, safety, and regularity employee training programs are taken up.

## **7. Innovation and Development**

- Drive business process mapping and establish areas of improvement to ensure maximizing the agribusiness business potential
- Implement strategies in alignment with strategic initiatives and provide a clear sense of direction and focus
- Research and introduce new technologies and innovations in the Agribusiness sector

## **8. Support implementation of ICT to Improve Management Process**

### **Automation of processes for business efficiency**

- Support role out of PANAGRO (ICT system)
- Facilitate implementation of ICT systems supportive of the group strategy

## **9. Leadership and People Development**

- Building an effective management team with the requisite skills and experience as well as fostering a co-operative, coaching environment that provides clarity of purpose, process, roles, and responsibilities, against which individuals are held accountable.
- Developing a formal system of professional and personal development for managerial and supervisory staff.
- Introducing a formal and robust succession planning system, anticipating, and mitigating areas of skills risk.
- Creating and fostering an inclusive and cooperative environment in which manager's lead by allowing others to fulfill their potential and which encourages innovation, open mindedness, and a willingness to continually learn.
- Developing and growing a culture that fosters a high-level of staff commitment and motivation, increased accountability at country level and a winning mindset.
- Enhancing staff competence and identifying and developing key staff to drive the business and contributing to the pool of future business leaders.
- Leading, coaching, managing, and motivating senior managers to ensure company values, ethical standards, policies, procedures, and organizational vision are adhered to at all times.
- Promoting a culture of employee engagement, training, development, and empowerment to ensure job satisfaction, employee retention and on-going operational and financial improvement.
- Developing and maintaining a culture of partnership with key stakeholders resolving issues whilst driving continuous improvement to maximize business growth.

## **Personal Profile**

- A Master's degree in business administration, finance, accounting, other relevant field, or a bachelor's or certified accounting degree with 10 years or more of experience.
- At least eight (8) years of working experience, three (3) of which must be in a Senior Management position.
- Demonstrated knowledge, skills, and /or experiences in accounting, financial planning and management, and procurement, among other management support areas/functions, as required.

- Experience of budget management at strategic or organizational level
- Experience managing internal operations including IT and logistics
- Logistical experience for multi- site rural operations
- Strong financial and operational management experience with proven management skills.
- Demonstrated experience and skills in developing and managing budgets with an annual value of over \$10 million.
- Contracts Management including grants under contract experience is a must.
- High degree of proficiency in written and spoken English communication, including presentation and training skills.
- A successful track record in setting priorities; keen analytic, organization and problem-solving skills which support and enable sound decision making; and
- Strong interpersonal and team-building skills with significant experience building strong host country national team.
- Superior knowledge of industry regulations and operational guidelines
- Fluent in written and spoken Kiswahili and English

To access job descriptions, key roles, and specifications, please visit our website

<https://www.hrpowerhouse.co.ke>

### **How to Apply**

Suitably qualified candidates should apply in confidence indicating the ***Job Title*** as the subject of the e-mail. In addition, attach your application letter, CV with full details of education background, professional qualifications, referees and attach copies of certificates and relevant testimonials

The job applications must be submitted through [recruitment@hrpowerhouse.co.ke](mailto:recruitment@hrpowerhouse.co.ke)

All applications should be received not later than **1700 hours (5.00pm) EAT on Friday, October 15, 2021**

***Please note that ONLY shortlisted candidates will be contacted***