

Manager Operations – One Stop Centre

A. BACKGROUND:

This is a middle management position. The One Stop Centre (OSC) Operations Manager will be responsible for the day-to-day activities of the One Stop Centre, and managing projects. S/he will manage OSC staff schedules, routine programs, and organisational linkages, in collaboration with the Director OSC and other members of the UIA Management team.

Reporting to the D/OSC and serving as a member of the Middle Management team, this position's primary responsibility is ensuring OSC organizational effectiveness by providing leadership for the OSC's tactical and operational functions. The position contributes to the development and implementation of organizational strategies, policies and practices. This position may also interact with the UIA Top Management where required.

B. OBJECTIVES:

- Improve the operational systems, processes and policies in support of the OSC objectives specifically, support better management reporting, information flow and management, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Drive initiatives in the management team and organizationally that contribute to long-term operational excellence.
- Convene regular meetings with the OSC agents to identify key issues for escalation and those that need management redress;
- Supervise and coach the various Agency Officers;
- Contribute to short and long-term organizational planning and strategy as a member of the management team

C. TIME FRAME

The initial contract will be for One year, subject to annual extension based on satisfactory performance, and/or mainstreaming into the broader UIA structure. The OM will report to the Director One Stop Centre, and will work with other members of OSC team to perform the assigned tasks and roles.

D. QUALIFICATIONS AND EXPERIENCE

At least a Master's Degree in Business Administration, Public Administration, Organisational Development, or related discipline PLUS a project management certification (preferably PRINCE2, or PMP);

- At least 7 years' experience in Operations Management, including 5 years in a mission critical environment;
- Strong background and work experience in Finance; Excellent computer skills and proficient in MS excel, MS word, MS outlook, MS access, and MS Project
- Excellent verbal and written communication skills
- Knowledge of government contract management; Knowledge and experience in organizational effectiveness and operations management implementing best practices.
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- High comfort level working in a diverse environment

E. REMUNERATION AND BENEFITS

A monthly gross salary of 8 million shillings subject to statutory deductions, plus a monthly employer's NSSF contribution of 10% of employee's gross; a contract gratuity calculated at 20% of annual gross and membership to UIA's Health Services Insurance Scheme will be provided; Capacity building and certification training where affordable and necessary, will be provided to the right candidate.

UIA does not discriminate based on Gender or any other criteria. All qualified **Ugandans** are encouraged to apply.

Send applications to:

The Head - Human Resource Management

Uganda Investment Authority

1st Floor, TWED, Plaza, Lumumba Avenue

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