



Job Profile:

Head of Department: OPERATIONS

Job Title	Job Grade	Job Level	Job Classification
HOD: OPERATIONS	E		Senior Management

Job Title:	Head of Department (HOD): Operations
Department:	Operations
Reporting Line:	CEO
Subordinates:	Finance Officer / Legal Officer/ Risk & Compliance Officer / HR Officer / Marketing & Branding Officer / Membership Officer and Training Officer
Direct and Indirect Collaboration	Members, MoU partners and other stakeholders

Job Objectives:

- The Chief Operating Officer is responsible for the oversight and supervision of all ACFE SA Support Departments, whilst providing strategic and operational support to the CEO, to ensure that ACFE SA's plans (including those of its subsidiaries) are effectively executed and communicated to internal and external audiences.

Key Performance Areas (KPAs)	Key Performance Indicators (KPIs)
Staff Leadership and Management	<ul style="list-style-type: none"> → Oversee the management of all Support Department services and activities; → Develop appropriate engagement and support metrics aimed at tracking performance; → Set, communicate and measure KPAs with subordinates; → Manage targets and objectives; → Provide direction, guidance and support to staff members; → Ensure that the strategic goals set by the CEO are communicated to the staff and implementation occurs.
Operations Management	<ul style="list-style-type: none"> → Provide counsel to the CEO and ACFE SA's senior officers on financial and business issues that could affect the Association; → Monitor achievement of goals based on the established milestones and key performance indicators set by the CEO; → Support ACFE SA's senior officers in evaluating new business opportunities, products and services, including pricing strategies and revenue forecasting; → Develop and oversee the implementation of a system of performance reporting by senior officers to the CEO, ACFE SA Board and its sub-committees as well as other stakeholders; → Analyse operations and recommend opportunities to increase revenue, reduce expenses as well as improve on effectiveness and efficiency of ACFE SA services and processes; → Oversee the development, execution and annual updating of ACFE SA's operational and strategic risk management plans; → Oversee the development, review and regular testing of ACFE SA's business continuity plan; → Direct responsibility for the reviewing, updating and implementing of ACFE SA's Diversity and Inclusion (Transformation) Strategy; → Develop and implement a company-wide quality improvement programme for ACFE SA;

	<ul style="list-style-type: none"> → Oversee the management of periodic compliance-related external audit exercises by various standard-setting bodies with who ACFE SA is affiliated (e.g. SAQA, ISO, ACFE). → Assist with CFE growth in African countries, the establishment of Student Chapters at Universities, and increasing membership benefits. → Oversee the Quality Assurance program & represent the ACFE SA on various Forums.
Finance and Risk Management	<ul style="list-style-type: none"> → Ensure staff keep within the approved CEO financial budget and that targets are met; → Provide regular feedback to the CEO on actuals vs budget with forecasting; → Develop, implement and ensure compliance with the ACFE SA's HR, financial, and procurement policies and procedures; → Ensure all required tax filings and UIF payments are made in a timely manner; → Oversee the implementation of ACFE SA's enterprise risk management policy and framework.
IT and Facilities Management	<ul style="list-style-type: none"> → Oversee the development, review and implementation of an IT Strategy and Operation plan in support of ACFE SA's overall strategic objectives; → Oversee management of the ACFE SA office and infrastructure needs, including suppliers and other vendors to ensure the institute can support its strategy; → Ensure that IT security is in place; → Ensure that the computers and software are in line with what can be expected to fulfil the day to day work.
Human Resources Management	<ul style="list-style-type: none"> → Oversee the management of ACFE SA's human resource activities, which include recruitment, selection, on-boarding, training, performance management, compensation, skills development, wellness and other activities that are necessary for an effective human resource programme; → Oversee the development, ongoing review and compliance with ACFE SA's employee policies and procedures; → Manage ACFE SA's human capital systems, and ensure effective goal-setting, regular reviews, and personal development plans are in place for employees.
ADMIN & REPORTING	<ul style="list-style-type: none"> → General correspondence and administration completed accurately and timeously; → Email, inbox and data are managed timeously and effectively; → Professional image maintained in all communication; → All reporting and feedback requirements are met, and reports are completed accurately and timeously according to company requirements.
VALUES & CONDUCT	<ul style="list-style-type: none"> → Promotes strong support of the Company's values; → Adhere to company policies and procedures; → On-going focus on departmental cost saving; → Seeks innovative solutions; → Demonstrate a willingness to adapt to change in the work environment as well as the commitment to ongoing learning; → Actively seeks feedback to identify strengths and learning opportunities; → ACFE SA Professional image portrayed at all times, including in all correspondence and → Championing diversity and inclusion in line with relevant ACFE SA policies.

COMPETENCIES

<p>SKILLS & KNOWLEDGE</p> <p>ACFE SA position; Fraud Examination (prevention/detection/investigation) PSIRA positioning; SAQA accreditation and processes; Superior command of the English Language; Strong writing and computer skills. Communication Management (articles and publications);</p>	<p>PERSONAL ATTRIBUTES</p> <p>Analysis; Attention to Detail; Communication; Coordination; Delivering Results and Meeting Expectations; Planning and Organising; Clarity of Thought through Analysis;</p>
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<p>Management experience (Operational & financial; Member Surveys; Relationship Management; Risk Identification and Management; Template and Standards Design and Implementation; Technical Writing.</p>	<p>Deadline Driven; Collaborative Working; Team worker; Able to perform in a stressful environment</p>
<p>Qualifications & Experience:</p>	<ul style="list-style-type: none"> → Certified CFE® member in good standing; → Relevant Bachelor's degree (finance qualification will be advantageous); → At least 3 – 5 years prior experience in senior management level positions, (Proven track record in business analysis, strategic planning, finance management, strategy, risk management, HR, governance and general operations); → Strong project management skills in managing complex, multifaceted projects resulting in measurable successes; → Strong people management skills; → Demonstrable success in developing and monitoring systems to manage both operational and programmatic work, that involves high levels of collaboration; → A self-motivated, outcome-oriented worker who takes ownership of projects; → Excellent presentation, and oral and written communication skills. → Able to deal with tight deadlines and limited resources; → Excellent verbal and written communication skills with exceptional attention to detail; → Strong computer technical skills, with an interest in learning new concepts and software; → Advantageous: Master in Business Administration (MBA) and LLB; → Advantageous: Non-profit or professional association experience → Advantageous: Understanding of SAQA, the NQF Act, Seta landscape & QCTO
<p>Direct and indirect collaboration:</p>	<ul style="list-style-type: none"> → CEO; → African chairs; → ACFE SA Regional chairs; → Core Business Units; → Board Committees; → ACFE SA affiliates (e.g. SAQA, QCTO, ISO, ACFE SA Corporate Sponsors); → Regulators & Industry bodies.
<p><u>GENERAL NOTES</u></p> <p>The duties and responsibilities listed in the above job description are by no means exhaustive, and the Company fully reserves its rights and entitlement to instruct the employee, at any time, to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job description, or in accordance with operational requirements of the Company, from time to time. Should circumstances necessitate such variation/addition to an employee's job description the Company will endeavour to affect such variation/addition in a practical and reasonable manner following consultation with the employee.</p> <p>PLEASE SEND CV's WITH MOTIVATION FOR YOUR APPLICATION TO: nelly@acfesa.co.za</p> <p>Closing date: 24/06/2022</p>	