

# Assistant Manager Operational Excellence

Job

Position Title: Assistant Manager Operational Excellence
Reports To: GM Corporate Affairs
Department: Operations
Position Grade: III
Direct Reports:
Advertisement Date: 3rd April 2024
Last Date to Apply: 24th April 2024

Main Purpose (Role Summary)
<ul style="list-style-type: none"><li>The overall role of Assistant Manager Operational Excellence will revolve around managing and maintaining the Company’s set standards of quality control procedures. Managing the documentation by crafting the standard templates and compiling the monthly reports relating to company systems, policies, procedures, and work instructions.</li></ul>

Principal Accountabilities (Duties & Responsibilities)
<p>Key Responsibilities</p> <ul style="list-style-type: none"><li>To develop standard templates for official documents including reports, letters, circulars, etc;</li><li>To ensure Quality Management System processes are “established, implemented and maintained”;</li><li>To ensure all company policies, procedures, and work instructions are documented in a clear, simple and concise manner;</li><li>To develop process flow documents of the departments and Standard Operating Procedures (SOPs);</li><li>Devising strategies to optimize business procedures, ensuring efficiency and smooth workflow;</li><li>Conducting research and analysis to identify the strength and weaknesses of operations, finding areas needing enhancement, developing and executing improvement strategies;</li><li>Continuously develop and maintain a knowledge of cross functional and organizational changes in identifying opportunities for change and improvements in KPI’s;</li><li>Any other task assigned by management from time to time.</li></ul>

Qualification & Experience
<ul style="list-style-type: none"><li>MBA/MPA degree from a well reputed HEC recognized University;</li><li>Minimum 3-5 year of experience in a position that requires organization-wide development and implementation of Standard Operating Procedures;</li><li>Experience of implementing Quality Management Systems at Company level is preferable.</li></ul>

Knowledge & Skills
<ul style="list-style-type: none"><li>Excellent communication, facilitation and interpersonal skills.</li><li>Competent level skills in core IT application, particularly MS Office (Microsoft Words, Excel, PowerPoint).</li><li>Ability to work under pressure with minimum supervision.</li><li>Excellent interpersonal skills.</li><li>Team player.</li><li>Well versed with Public Sector functioning.</li></ul>

Advertisement
Advertisement