

JOB DESCRIPTION

Position Title: Operations Director

Position Supervisor Title: Managing Director

Purpose of position:

Responsible for the efficient end to end processing of diamonds through the Company. This involves planning and managing the diamond pipeline, from import to export, and ensuring the technical consistency and integrity of the product through auditable systems and processes, technical quality assurance of rough diamond purchases and accurate and consistent Sales Lot preparation.

Responsible for the management and development of the Operations team and for customer service delivery during product viewings and outbound processes.

KEY PERFORMANCE AREAS

- Diamond Technical Quality Assurance
- Secure management of the diamond pipeline from import to export
- Diamond integrity (physical and data)
- Preparation of consistent sales lots
- Production Analysis
- Efficient management of customer viewings
- Customer service

KEY RESPONSIBILITIES

Strategy

- As a member of EXCO, contributes to the development of ODC's corporate strategy and business plans
- Develops and implements the Operations strategy aligned to ODC's overall corporate objectives
- Advises on all diamond technical and operational matters.
- Oversees the delivery of strategic and operational projects.

Financial and Risk Management

- Proposes and manages the departmental budget to ensure the optimal utilisation of resources.
- Assesses the risk environment with respect to operations activities and processes, and identifies and manages key risks.

Technical Quality Assurance (QA)

- Responsible for the quality assurance of rough purchases from DTCB and that all inbound product conforms to the agreed Government Selling Assortment.
- Monitors and reviews DTCB's progress against agreed targets to ensure on-time delivery.
- Responsible for the development and implementation of systems and processes to ensure compliance to agreed QA standards.
- Actively drives product accuracy and consistency through product and process reviews, both internally and with external stakeholders. Implements measures to ensure accuracy and efficiency of the sorting process to manage costs and cash flow.
- Monitors DTCB adherence to all operational Service Level Agreements.

Operational

- Develops and implements departmental policies and procedures to ensure the integrity of the product and the efficiency of processes.
- Provides technical support to the sales team to assist with diamond valuations.
- Responsible for the delivery of accurate and consistent Sale Lots.
- Designs and monitors the quality assurance framework required for the technical aspects of Sale Lot creation.
- Designs the Government Selling Assortment to optimise revenue and improve Sale Lot consistency.
- Participates in the technical review of all sales assortments.

Diamond Stock Management

- Responsible for the secure management of all product.
- Responsible for month end stock reconciliations and valuations.
- Responsible for the development and implementation of an appropriate Stock Management System.
- Develops and implements policies and procedures to ensure product integrity during handling.
- Works closely with the Security Department to ensure that all diamond related risks are identified and appropriately managed.

Stakeholder Relationship Management

- Responsible for the delivery of a high level of customer service to customers during viewings.

- In conjunction with the Managing Director, maintains appropriate relationships with DTCB, GDV and DBGSS as needed.
- Responsible for the management of the SLA between ODC and DTCB and is the key ODC representative on all SLA matters.
- Represents ODC on combined ODC/DTCB/DBGSS Technical Team.
- Liaises with the Government Diamond Office in relation to shipment procedures.

Staff Management

- Determines staffing and competency requirements for the operations department.
- Approves recruitment for vacant positions in the department, participates in the selection process of and makes the final decision on the selection of direct subordinates.
- Develops and implements succession plans for the department, making sure that appropriate strategies are in place, and that appropriate training is provided.
- Deploys staff within the department, agrees performance contracts with individual job holders, and assesses performance against agreed standards and targets
- Monitors staff behaviour and enforces implementation of ODC disciplinary code, including taking appropriate disciplinary action in line with laid down procedures.

POSITION REQUIREMENTS

Qualifications and Experience

- Business/Commerce management related degree or executive development programme.
- 10 to 15 years technical experience within the diamond sorting and valuing industry including substantive experience operating at a senior level in the preparation and delivery of the full mix of rough diamond assortments.

Technical Skills

- **Technical Know How:** Expertise in the technical aspects of preparing and delivering finalised full run of mine rough diamond assortments. Ability to interpret diamond data, value and design new diamond assortments. Knowledge of the rough to polished diamond pipeline. Development and implementation of controls required in the diamond environment.
- **Industry Knowledge:** Knowledge of the local and international diamond industry.
- **Technical Awareness:** Solid knowledge and understanding of diamond stock management systems and processes that facilitate management of rough diamond assortments to a highly consistent standard. Excellent knowledge of information and communications technologies.

Key Competencies

- Strategy
- Risk Management
- Leadership and Management
- Analytical Skills
- Results Oriented
- Critical Thinking
- Judgment and Decision Making
- Business Acumen
- Resilience
- Attention to Detail
- Project Management
- Verbal Communication
- Written Communication
- Negotiation & Advocacy
- Relationship Management
- Teamwork