

GREENHILL SERVICES LIMITED

Mbogo Road, Kibuli | P.O. Box 132076 Kampala

JOB ADVERTISEMENT OPERATIONS OFFICER

About Greenhill Services Limited

Greenhill Services Limited (GSL) is a start-up enterprise dedicated to delivering innovative and quality-driven solutions across a diverse range of services. As a sister company to Greenhill Academy, GSL operates with a mandate to generate sustainable value for its shareholders while supporting the broader school community. From managing school shops and uniform supplies to exploring new ventures like facility rentals and hospitality services, GSL is committed to excellence, operational efficiency, and a customer-first approach. Our vision is to evolve into a premier provider of integrated services, fostering growth and positive impact both within and beyond the school ecosystem.

Greenhill Services Limited is looking for a dynamic, suitably qualified and experienced applicant to fill the vacant position of Operations Officer. The position is based at Greenhill Academy, Kibuli with 40% movement to Greenhill Academy, Buwaate Office.

Job Purpose

The Operations Officer will provide essential administrative and operational support to the GM of Greenhill Services. This role is critical in ensuring the smooth functioning of the company during its startup phase and beyond. This role is pivotal in managing day-to-day operations, coordinating projects, and facilitating communication across departments. As the company evolves, the Operations Officer will have broader operational responsibilities including expanding the operational framework, contributing to strategic growth initiatives, and enhancing the overall efficiency of the business.

Roles & Responsibilities

Administrative & Operational Support

- Organize meetings with staff, clients, and suppliers, ensuring all logistical details are handled efficiently.
- Support the GM in monitoring and managing daily business activities, identifying areas for improvement and implementing solutions.
- Act as a liaison between departments, ensuring seamless communication and collaboration to support business operations.

KPI: Minimize scheduling conflicts and resolve operational issues where possible.

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Project Management

- Assist in planning, organizing, and tracking the progress of projects and key initiatives, ensuring they align with company goals.
- Maintain detailed records and documentation of ongoing projects, preparing regular reports.
- Ensure that all projects are adequately resourced, coordinating with various departments to allocate personnel, materials, and budget effectively.
- Identify potential risks in ongoing projects and develop mitigation strategies in consultation with the GM.

KPI: Ensure project milestones are met according to schedule with accurate documentation as per stakeholder requirements. Optimize resource allocation.

Customer and Vendor Relations

- Address and manage inquiries from customers and vendors promptly and professionally, ensuring high levels of satisfaction.
- Maintain positive relationships with external stakeholders, including suppliers and clients to support business growth.
- Collaborate with the GM to develop and implement strategies to improve customer service offerings, driving customer loyalty and retention.

KPI: Resolve inquiries within 48 hours, and ensure a high satisfaction rate in feedback from external stakeholders.

Risk Management and Innovation

- Identify the Risks in the shops, recommend how to mitigate them and report the risks to the supervisor on a monthly basis.
- In collaboration with the Supervisor, generate new ideas or participate in innovation initiatives and translate them into tangible outcomes.

KPI: Monthly risks identified, mitigated and reported to the supervisor. New ideas generated and translated into tangible outcomes.

Uphold Greenhill Vision, Mission, Code of Conduct and Core values.

- All employees in whatever capacity are expected to promote the vision, mission, core values and Greenhill aims as well as abide by the policies.

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Required Competencies (Education, Experience, Skills & Knowledge)

- Diploma in a business course or related field preferred.
- At least 1-2 years of experience in administrative or operations support roles.
- Experience in a startup environment or similar fast-paced setting is a plus.
- Excellent organizational skills with the ability to manage multiple tasks and prioritize effectively.
- Proficiency in use of the Microsoft Office Suite (Word, Excel, PowerPoint).
- Commendable discretion and integrity.
- Flexibility to adapt to changing priorities and new tasks.

The Operations Officer will be expected to model Greenhill's core values:

- Christian Based
- Courtesy
- Result Oriented
- Integrity, Transparency & Accountability
- Team work
- Professionalism
- Social and Environmental Responsibility