



Job Description

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Job Title Operations Manager	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Director / CXO	Industry Music Production
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Music Production: 5 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Chief Operating Officer oversees the day-to-day operations and ensures efficient execution of the company's strategic objectives. The COO will provide leadership and coordination across all departments, including Human Resources & Administration, Finance, Marketing & Business Development, and Technical & Operations. The role focuses on operational efficiency, process optimization, performance management, organizational growth, resource utilization, and delivering exceptional client experiences.

Responsibilities

1. Strategic and Operational Leadership

- Translate the company's strategic goals into actionable operational plans.
- Lead the execution of business strategies and company-wide initiatives.
- Develop operational frameworks that support sustainable growth and profitability.
- Monitor organizational performance and recommend improvements to management.
- Ensure alignment and collaboration among all departments.

2. Operations Management

- Oversee daily business operations across all company functions.
- Ensure projects, events, and service delivery activities are executed efficiently and profitably.
- Develop and implement operational policies, procedures, and standards.
- Improve workflow efficiency and resource allocation.
- Establish operational performance metrics and reporting systems.

3. Process Improvement and Efficiency

- Identify operational bottlenecks and implement process improvements.
- Design and implement systems that enhance productivity and service quality.
- Lead business process reengineering initiatives where necessary.
- Promote a culture of continuous improvement throughout the organization.

- Ensure adherence to quality standards and operational best practices.

4. Cross-Functional Leadership

Provide oversight and coordination across the following departments:

Human Resources & Administration

- Ensure effective workforce planning and talent management.
- Oversee employee performance management systems.
- Support organizational culture, employee engagement, and professional development.
- Ensure compliance with labor laws and company policies.

Finance

- Work closely with the Finance Department to monitor budgets, cash flow, profitability, and financial performance.
- Support financial planning and resource allocation decisions.
- Ensure operational expenditures remain within approved budgets.
- Review project profitability and operational cost efficiencies.

Marketing & Business Development

- Collaborate with the marketing team to support revenue growth initiatives.
- Monitor sales performance and pipeline development.
- Ensure operational readiness to deliver client commitments.
- Support strategic partnerships and market expansion opportunities.

Technical & Operations

- Oversee project delivery, equipment utilization, logistics, and technical execution.
- Ensure proper maintenance and management of company assets and equipment.
- Monitor project timelines, service quality, and client satisfaction.
- Ensure compliance with health, safety, and operational standards.

5. Performance Management

- Establish departmental and organizational Key Performance Indicators (KPIs).
- Monitor and evaluate departmental performance.
- Lead regular operational review meetings.
- Develop accountability frameworks across departments.
- Drive a high-performance culture focused on results and customer satisfaction.

6. Risk Management and Compliance

- Identify operational risks and implement mitigation measures.
- Ensure compliance with company policies, legal requirements, and industry standards.
- Strengthen internal controls and governance processes.
- Support business continuity and crisis management planning.

7. Client and Stakeholder Management

- Support key client relationships and strategic accounts.
- Ensure excellent customer service and project execution standards.
- Represent the company in meetings with clients, partners, and stakeholders when required.
- Contribute to maintaining the company's reputation as a trusted service provider.

Education & Qualifications

- Master's Degree in Business Administration, Operations Management, Project Management, Finance, Management, or a related field.

Requirements

- At least 5 years in a senior leadership or operational management role.
- Experience managing multi-functional teams and departments.

- Experience in events management, audiovisual services, production, logistics, technical services, media, or related industries will be highly preferred.

Characteristics

Leadership Skills

- Strong leadership and people management abilities.
- Ability to inspire, motivate, and develop teams.
- Excellent decision-making and problem-solving skills.

Operational Excellence

- Strong understanding of business operations and process optimization.
- Experience implementing operational systems and controls.
- Proven ability to improve efficiency and organizational performance.

Business Acumen

- Strong financial and commercial understanding.
- Ability to interpret operational and financial data.
- Strategic thinking and execution capabilities.

Communication and Relationship Management

- Excellent communication and interpersonal skills.
- Ability to manage internal and external stakeholders effectively.
- Strong negotiation and conflict-resolution skills.

Personal Attributes

- Results-oriented and highly accountable.
- Strong organizational and planning skills.
- High integrity and professionalism.
- Ability to perform effectively in a fast-paced environment.

Key Performance Indicators (KPIs)

The COO's performance will be evaluated based on:

- Achievement of organizational revenue and profitability targets.
- Operational efficiency improvements.
- Project delivery performance.
- Client satisfaction levels.
- Equipment utilization and asset management efficiency.
- Departmental KPI achievement.
- Employee productivity and engagement.
- Process improvement initiatives implemented.
- Compliance and risk management effectiveness.

Reporting To

Managing Director

Driving Licence

Not Required

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