



Job Description

Job title	<i>Integration & Operational Lead</i>
Reports to	<i>Managing Director - Group Operations</i>
Salary	<i>TBC</i>
Location	<i>Kenya (with travel in east and southern Africa)</i>

Job Purpose

Working with all the Sunbird Group service lines, to provide a structured, organised approach transferring opportunities from service line development and client wins to operational status through effective mobilization and integration.

Ensure all Sunbird risks are identified, managed and mitigated within the group approved process when new service lines are developed or clients are won, retained or transitioning from or to an alternative services provider, including the launch of a new scope of services.

Duties & Responsibilities

1. Support BU Leads through the mobilization and integration process to ensure all operational aspects and mobilisation lead times documented within Master or Local Service Agreements are operationally viable and any risks identified.
2. Support the mobilisation and integration of incubated service lines, newly acquired businesses, and new client contracts, maintaining compliance with contractual and statutory requirements and in accordance with Sunbird Processes and procedures; to include:
 - 2.1. Development and application of the Integration and mobilisation plan
 - 2.2. Support with the transfer, induction and operational transition for all staff and suppliers
 - 2.3. Maintain an overview and report on the compliance with appropriate standards including QHSE
 - 2.4. Support the operational implementation of Sunbird technology infrastructure
3. Support during transition until transfer to normal operational control has been satisfied.
4. To act as the customer advocate and ensure the promotion of awareness of customer requirements throughout the organization.
5. To identify & collate data required to produce analytical data trends, and effective reports, ensuring all relevant parties are aware and able to understand the data being reported.
6. To co-ordinate continual improvement programs of the Mobilisation and integration Management Practices and customer satisfaction/experience, ensuring LEAN principles are applied and deliver best practice operations within the Sunbird community and client locations.
7. To be a lead advisor on compliance and operations with all appropriate legislation to the area of responsibility. Whilst making positive contribution in recommending actions to improve compliance.



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8. To be an enthusiastic, supportive and key member of the Business Units & Support teams.
9. To carry out such duties as specified by line manager.

Experience, Qualifications & Attributes

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education / Qualifications	<ul style="list-style-type: none"> • Graduate level education <u>or</u> equivalent in real estate, property, services or Facilities Management. • Recognised Health and Safety Qualification. 	<ul style="list-style-type: none"> • PMI/Prince2 Project planning and management experience
Experience Required	<ul style="list-style-type: none"> • Minimum 3 years post-qualifying experience in Real Estate and or services associated industries. • Project Management • Lead or coordinating role in problem solving • Preparation and presentation of key reports, documents etc. • Training and mentoring 	<ul style="list-style-type: none"> • Contract Management • Auditing to ISO9001,14001 or OHSAS 18001
Job related skills / Aptitudes	<ul style="list-style-type: none"> • Clean driving license and very good interpersonal skills. • Client orientated approach • Develop and maintain training packages whilst keeping up to date with legislation. • Ability to work with all departments, ensuring accreditations are maintained at the highest standards 	
Interpersonal Skills	<ul style="list-style-type: none"> • Very good communicator and ability to interact with all professional levels within an organisation. • Act in a professional manner at all times. • Support the Policies and Procedures. • Flexible and willingness to succeed. • Professional attitude with persuasive skills in making things happen 	
Personal Qualities	<ul style="list-style-type: none"> • Enthusiasm for Africa • Enthusiastic and committed to promoting a positive culture and initiatives • Willing to travel throughout East and Southern Africa. • Strong personal time management • Provide effective and timely solutions to client mobilisation and business integration issues. 	