



Johannesburg Social Housing Company

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## **INTERNAL AND EXTERNAL RE-ADVERTISEMENT**

The Johannesburg Social Housing Company SOC Limited (JOSHCO) mandate is to develop and manage affordable rental housing for the lower market as an integral part of efforts to eradicate the housing backlog of the City of Johannesburg. JOSHCO is a registered Social Housing Institution and is accredited by the Social Housing Regulatory Authority (SHRA).

**We invite suitably qualified and experienced persons to apply for the following vacant position.**

**Position** : **Chief Operations Officer**  
**Employment Status** : **Permanent**  
**Department** : **Office of the Chief Executive Officer**

**Purpose of the Job:** Reporting to the Chief Executive Officer (CEO), the Chief Operating Officer will be responsible for providing internal leadership to support management, provide a platform for internal collaboration, alignment and organizational capacity-building for housing development, housing management, information, and communication technology (ICT) and stakeholder management functions.

Furthermore, the role will provide leadership for the design, development, and implementation of the next generation of innovative, flexible, strategic, and values-aligned operational systems to position social housing before the challenges and opportunities of a rapidly evolving social housing rental landscape whilst ensuring that the company complies with all MFMA, Company's act, Public Accounts Audit Act, SHRA requirements and any other legislative provisions that governs the function of a municipality entity.

### **RESPONSIBILITIES (BUT NOT LIMITED TO THE FOLLOWING):**

#### **1. Strategic Management:**

- Develop the Housing Development, Housing Management, ICT and Stakeholder Management Strategies.
- Provide input to advance the organization from a strategic perspective.
- Develop and translate the strategic plan into the Housing Development, Housing Management, ICT and Stakeholder operational plan

#### **2 Budgeting**

- Develop Housing Development budget in line with Capex and Operational plan
- Monitoring and Report on financial performance Housing Development expenditure against the budget
- Prepare financial feasibility assessment and financial modelling for viability purposes
- Oversee the application for funding for grants

### **3 Property Development & Construction Management**

- Develop an Annual Construction and Property/ Project's Management Plan
- Provide technical oversight of the construction of the projects in terms of time, budget and quality
- Review reports and provide troubleshooting to projects with challenges
- Oversee the handover and maintenance liability period of the project/s

### **4 Housing Management**

- Ensure stock identification and selection include: Tenant audits, stock condition audits, asset status e.g. legal and feasibility studies are conducted
- Ensure all projects are appropriately packaged including project implementation plans and project budgets for approval by the board
- Ensure contractual closure for take on of stock by means of Service Level Agreement with e.g. CoJ
- Oversee tender / bid / proposal process for suppliers
- Oversee Supplier / Services contract management

### **5 Rental Management and Lease Administration**

- Manage the rental of stock including:
  - Setting and implementing of appropriate rentals in consultation with finance and the office of the CEO
  - Management of vacancies
  - Management of arrears in the buildings
  - Implementation of appropriate arrears management procedures
  - Supporting staff to implement the required operational actions to facilitate all activities around rental management
- Supervise the application of the company's standard operating procedure (sop) applicable to new tenants.
- Manage implementation of standards for selecting and recruiting tenants
- Supervise the maintenance of the tenant database with regard to the number and details of tenants and occupation certificates.
- Manage the rental subsidy application process
- Plan and implement marketing actions to ensure that tenancy of units meets budgeted targets
- Ensure correct take on of new projects/buildings onto the property management database

### **6 Building Management**

- Manage the overall financial sustainability of buildings including:
  - Achievement of building ROI
  - Achievement of targeted occupancy rates
  - Achievement of targeted arrears rates
  - Ensuring targeted budgets for buildings achieved and the HSVs are able to manage against budget
  - Monitoring and reporting on building variances against budget
- Manage the appointment of service providers for the provision of non-core services in the buildings

- Facilitate the development and implementation of service level agreements for contract service providers
- Monitor the performance of service providers in line with the service level agreements and implement the contracts as agreed
- Manage building maintenance
- Ensure safety and security measures are in place in all buildings
- Monitor usage of utilities against budgets
- Compile monthly report from the reports of various service providers, HSVs, finance etc.
- Manage social climates in all buildings

## **7 ICT Management**

- Define the direction the ICT Division will take to deliver business value to JOSHCO.
- Take a Strategic Objective to use Information and Communications Technology to enable and support JOSHCO key strategic initiatives and to delivery of a ICT Platform for JOSHCO
- Provide a statement of strategic direction for ICT within JOSHCO, to obtain agreement from Executive Management to the strategy and acquire the stamp of approval from the Board of Directors for the strategic imperatives

## **8 Project Management**

- Monitor delivery of projects to ensure that they achieve original objectives and also tracking and auditing of contract terms such as:
  - pricing and discounts;
  - timeliness of payments and or receipts;
  - Performance in delivering agreed service level or specification of goods and services; and amendments.
- Manage accurate and comprehensive documentation including funder, consultant and contractor agreements
- Create and lead implementation of systems and policies for quality assurance.
- Development of project finance management tool.
- Development of a project tracking tool.
- Conduct ongoing contract management training

## **9 People Management**

- Qualified and Competent people are appointed to all vacant positions in the operations department
- KPA's of team members are understood and achieved
- The values of JOSHCO are understood and lived
- Performance is constantly improved
- New industry trends are identified are understood and embraced

## **10 Stakeholder Management**

- Maintain excellent relations with all stakeholders including funders/financiers, contractors and

regulators

- Negotiate and build fruitful formal and informal partnerships to achieve strategic objectives
- Create and sustain strategic and productive relationships with key stakeholders
- Create and maintain professional networks to maintain relations
- Maintain a productive relationship with suppliers, contractors, and purchasers.
- Attends and actively contributes to relevant industry-related meetings.
- Actively contributes to staff meetings and development activities as required.

## **11. Risk and Compliance Management**

- Identifies and manages projects risk including escalating high risks to Senior Manager: Business Planning and Risk and CEO.
- Conduct regular risk assessment and develop risk management plans to mitigate against high-risk events.
- Create, contribute, and manages implementation of quality assurance systems and processes.
- Analyze, develop, and implement appropriate risk management strategies.
- Monitor, manage and ensure compliance with the Construction Safety requirements on sites
- Report on risk management
- Oversee the construction progress, productivity and compliance with building and safety codes.

### **MINIMUM EDUCATIONAL QUALIFICATIONS**

- Minimum Honors degree equivalent in the built environment, Operations, Law or Commerce.
- A Master's degree in the Built Environment, or Legal (Commercial/Property Law) or Operations Management will be an added advantage.
- A Certificate in Municipal Finance or Public finance certification with the ability to acquire within the first 18 months of employment.

### **SKILLS, KNOWLEDGE, AND EXPERIENCE REQUIRED**

- 5 to 10 years management experience in operations or general management in a government entity, government department or private sector organization.
- Experience in implementing digitization and information technology programmes is an advantage
- Extensive knowledge of local management leadership and management at a metropolitan level.
- Knowledge of the MFMA Treasury Regulations, SHRA, Integrated Development Plan (IDP), KING IV and the Companies Act.
- Knowledge of all relevant legislation, policies and procedures relating to local government, human settlements, affordable housing and social housing development.
- Knowledge and understanding of communications and stakeholder management requirements and processes; and must be able to: monitor & evaluate the organizational performance level, ensure compliance with all statutory & regulatory requirements, use performance information to plan, and give effect to the organization's strategy.

## **OTHER COMPETENCIES:**

- **GENERAL MANAGEMENT SKILLS:**

Strategic Planning, Strategic Management, Strategic Leadership, Communication, Facilitation, Conflict Management, Relationship Management, Project Management, General Management skills, Knowledge of policy and procedure development and implementation, Data Analysis skills, Budgeting and Budget Management skills, Problem-solving skills

- **TECHNICAL KNOWLEDGE AND SKILLS**

Social Housing Sector Knowledge, Social Housing Sector Legislation, Market Surveys, Contracts, Safety and Security Standards (Basic), Eviction Management, Maintenance Planning & Rent Price Setting

- **ATTRIBUTES**

Emotional intelligence leadership, Assertiveness, Interpersonal skills, Adaptability and flexibility, Situational sensitivity

### **Application Procedure:**

Please take note that only online applications will be considered. Please apply by using the following link below, by either copying the link onto browser or click on the link. Failure to apply using the correct link, will result to any application not considered.



<https://share-eu1.hsforms.com/1i8v-dyv8RJyh-y885vHcXAew554>

JOSHCO is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the Company's Employment Equity Plan to promote its representivity (race, gender, and disability). Correspondence will only be limited to shortlisted candidates and applicants who have not been contacted within 6 weeks should consider their applications unsuccessful. JOSHCO reserves the right not to make an appointment.

**The Closing date for applications is 24 October 2024 at 16:00 any application received after the closing date will not be considered.**