
Operations Manager Job Description

Anticipated duration: 12-month contract (with a possibility to extend upon successful completion of the project)
Anticipated start: January 2018
Location: Johannesburg or Cape Town, South Africa

About Instill Education

We're a start-up education organisation with a vision to transform teaching and school leadership across the African continent. We are inspired by cutting-edge teacher training institutions (such as [Relay GSE](#) and [Sposato GSE](#)) to build the most innovative, impactful and scalable teacher training institution in Africa. We have offices in both Cape Town and Johannesburg, and are looking to grow our teams in both locations for 2018.

We are currently running a range of school-based programmes to test the efficacy of our model, build partnerships with a cross-section of schools and educational programmes, and build a team of outstanding educators and innovators who, we hope, will one day lead the expansion of our campuses to new locations. In the past 18 months, we have delivered programmes with Pioneer Academies, SPARK Schools and Streetlight Schools in Gauteng, and the Collaboration Schools project in the Western Cape, and are expecting to take on new partners next year.

Understanding the role

We are a young, energetic and multi-cultured team. We are driven by passion for education, particularly as a tool for social justice. You will be a project manager, social entrepreneur, and leader in the organisation with the freedom to grow in a highly supportive environment. You'll be surrounded by educators and entrepreneurs, expected to express your opinion and fight for what you believe. You will be celebrated for your failures as much as your successes, provided that you learn from mistakes and strive to grow. Above all, you must believe that the key to improving education in South Africa is by inspiring a generation of teachers and school leaders.

Working with Instill will give you

- Immersion in the world of education innovation
- The opportunity to grow an education institution dedicated to South Africa specifically and the African continent broadly
- Experience working in an entrepreneurial, fast-paced environment
- Access to a global education network
- A path to creating transformative change in the South African education system

Our values

1. We measure the *impact* of everything we do
2. We believe that *social justice* can and must be achieved through education
3. We *exceed* in everything that we do
4. We have the *courage* to take difficult, bold decisions, and learn from our mistakes
5. We build a strong education *community* by being accountable for our actions, fostering collaborative environments and acting with integrity and humility at all times
6. We believe that *diversity* and *plurality* are central to our success

Responsibilities

1. Collaborate with the Dean and Academic Director to ensure proactive, systematic regional operations
2. Manage all logistics for all programmes including, but not limited to: faculty supply requests, online learning system management, maintenance, and troubleshooting, instructional site management, registers, attendance, data integrity/maintenance, academic calendar maintenance, and programme enrolment
3. Plan, coordinate, and execute logistics for class and professional development sessions
4. Support the recruitment/admissions cycle by planning and executing recruitment communications strategy and processing applications
5. Work closely with Instill's support teams to create and implement strong systems and processes and provide integrated programme support for programme participants
6. Support the Dean in managing programmes by maintaining accurate and comprehensive certification files, collecting documentation related to certification admissions and benchmarking from programme participants and faculty, and responding to certification inquiries
7. Support in the development and maintenance of a strong, inviting and engaging working culture at Instill Education
8. Perform other related duties as required and assigned

Qualifications and background

1. Bachelors Degree (Honours/Masters preferred)
2. Minimum of two years working experience in a fast-paced environment
3. Strong project management skills paired with the ability to synthesize information from a variety of sources
4. Demonstrated interest in education and/or operations preferred
5. Demonstrated ability to think critically, prioritise tasks, and meet deadlines
6. Outstanding communication skills (both written and verbal)
7. Ability to work in a constantly-changing environment with a multicultural team
8. Demonstrated passion for social justice

Submission requirements

Please send your **CV** (no more than 2 pages long!), and a **one page cover letter** to info@instill.education. Your cover letter must outline *the role* you are applying for, *why* you want to work at Instill, and explain *why* you are right for the role. Generic cover letters that don't speak to the above points will count heavily against you.

Deadline

This round of recruitment will close on the **18th November 2017**. We will interview on a rolling basis, and will hire only when we have found the right person.

Referral bonus

If you aren't the right person for this role, then maybe you know someone who is. We're offering a referral bonus of R5k to the person who helps us find this person. You'll receive the first R2.5k when they sign the contract, and the second instalment after they have completed 3 months at Instill. Please spread the word!