



KICK4LIFE TRUST  
JOB DESCRIPTION

Last update:  
October 2022

Position	Operations & HR Director
Department	Trust   Operations
Line Manager	Country Director

### **Objective**

To oversee the efficient, effective, and productive operations and growth of Kick4Life by leading projects and activities across the Organization related to operations & maintenance and capital projects. Additionally, to ensure the optimal well-being, development and performance of Kick4Life's staff and volunteers in Lesotho by overseeing its human resources function. Key responsibilities involve: develop and implement processes and procedures across K4L that will maximize efficiency and minimize loss; operations oversight; human resources oversight; administration & procurement; operations & maintenance; and other duties related to broader Organizational support.

### **Main Accountabilities**

#### **1. Area 1: Operations & Maintenance**

- 1.1 Oversee the maintenance of all K4L facilities and grounds owned by K4L, including but not limited to: landscaping, grounds keeping, basic plumbing and electrical work, gardening, cleaning and maintaining the interior and exteriors of all buildings
- 1.2 Line manage cleaning and maintenance staff and oversee the completion of projects in their scope, including drafting repair and cleaning schedules, renovation projects, waste reduction improvements and safety inspections
- 1.3 Ensure that all maintenance and grounds keeping issues are resolved in a timely manner, seeking preventative solutions and cost savings first
- 1.4 Develop and maintain systems that ensure the safety and security of staff and assets in all aspects of work per best practices, K4L operating standards, and field realities
- 1.5 Oversee the care of the inventory of Kick4Life equipment and supplies
- 1.6 Oversee and implement the preventative maintenance of all vehicles in the Kick4Life fleet

#### **2. Area 2: Human Resources Oversight**

- 2.1 Lead the development and implementation of K4L's HR initiatives and systems
- 2.2 Review and edit K4L policies and procedures and provide counselling on policies and procedures to K4L personnel
- 2.3 Oversee performance management systems
- 2.4 Review employment and working conditions to ensure compliance with Lesotho's Labour Code
- 2.5 Assist in recruitment by preparing contracts, job descriptions, posting ads and managing the hiring process
- 2.6 Assist in creating an integrated staff information management system
- 2.7 Maintain employee, volunteer and contracted beneficiary records according to K4L policy and legal requirements
- 2.8 Provide payroll changes schedules to Finance on regular basis and ensure its accuracy
- 2.9 Develop training and development programmes, where resources permit
- 2.10 Manage disciplinary and grievance processes
- 2.11 Adhere to and enforce Kick4Life Health and Safety policies and procedures at all times, including but not limited to: the Child Protection Policy, the Code of Conduct and the Procurement policy.

#### **3. Area 3: Capital Projects**

- 3.1 Lead the K4L site extension process, as requested
- 3.2 Project manage the Stadium of Life build and other capital projects as required
- 3.3 Lead capital projects procurement and installations

#### **4. Area 4: Media**

- 4.1 Line Manage the Media staff, ensuring effective use of resources and time spent in the Media department
- 4.2 Build relationships with media outlets and facilitate PR requirements, as necessary.

#### **5. Area 5: Programme Delivery Support**

- 5.1 Assist the effective and efficient implementation of Kick4Life's community programmes



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5.2 Assist the effective and efficient implementation of Academy & FC, as required

6. Area 6: Special Duties

6.1 Support No7 Restaurant operations, including service delivery on occasion, as needed and where appropriate

6.2 Provide Tours support in areas of service delivery and logistics, as requested

6.3 Support in the development and implementation of professional development activities and trainings

6.4 Manage the Kick4Life Values Buddy System, ensuring staff-wide engagement in the core values system implementation.

**Qualifications and Experience:**

Essential:

- Minimum Diploma in Human Resources, Business Education, International Development, or a relevant qualification in the social sciences
- Minimum 3 years of management experience in a hospitality or non-profit organization
- Well-versed in the Lesotho Labour Code and its application
- Demonstrated experience in leading a diverse team or professionals and achieving results

Desirable:

- Human resources qualifications

**Work-based Skills and Competencies:**

Essential:

- Possesses extensive knowledge of HR functions (pay & benefits, recruitment, training and development, etc.)
- Possesses strong written and verbal communication skills
- Possesses diplomacy skills and agility, able to quickly recognize, address and mitigate potential conflicts before they arise
- Can work under pressure and complete tasks at a high level of quality on time
- Can multi-task and prioritize effectively in an organized and strategic manner
- Demonstrates ability to liaise with interdisciplinary stakeholders
- Possesses strong ethics and is reliable in acting on what s/he commits to
- Is adaptable and demonstrates a growth mind-set when approaching challenges
- Is self-driven and takes initiative to achieve results & resolve problems
- Is proficient with the Microsoft Office suite
- Possesses understanding of Kick4Life brand & values

Desirable:

- Fluent in English and Sesotho, both written and spoken
- Possesses experience in collecting and analyzing data
- Has a range of business contacts that can be used to grow partnerships in and out of Lesotho

**How to Apply:**

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to [hr@kick4life.org](mailto:hr@kick4life.org)

Please note that only applications received via email will be considered.

**Closing Date of applications is 21<sup>st</sup> October 2022 by 5:00 pm**

***If you have not heard from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Remember, we will only contact applicants who have been shortlisted for interview and will not be able to provide feedback to those who have not been shortlisted, due to the sheer volume of applications.***