

Job Description

Job Title	Head of Operations and Infrastructure
Department	Business, Finance and Operations
Position Overview	<p>The experienced Head of Operations and Infrastructure will have as core responsibilities the leadership of the complete Operations, Safety & Security Leadership Teams, that provides maintenance, service, security and support to the whole School and Residents.</p> <p>This position will report to the Principal of Business, Finance and Operations.</p>
Key Expectations	<ul style="list-style-type: none"> ○ <u>Child Protection</u> <ul style="list-style-type: none"> ○ All LIS employees are responsible for the safeguarding of children and must perform duties in accordance with the LIS Code of Conduct. ○ <u>Data Protection</u> <ul style="list-style-type: none"> ○ All LIS employees are expected to comply with existing laws and abide by the data protection principles ○ It is an expectation that All LIS employees must be committed to ensuring the security and protection of the personal information that the organization processes, and to provide a compliant and consistent approach to data protection. ○ <u>Essential Agreements</u> <ul style="list-style-type: none"> ○ All Employees are expected to adopt and maintain a clear understanding of the, Schools Vision, Mission, Values and Parameters and embed these in all day-to-day practices and professional conduct. ○ All Employees must abide by the school's policies, procedures, handbooks, employment contracts and/or other agreements (<i>as applicable</i>). ○ <u>Professional Growth Plans (PGP)</u> <ul style="list-style-type: none"> ○ All LIS employees are expected to engage in continuous improvement through learning and development and to submit an annual PGP.
Duties and Responsibilities	<ul style="list-style-type: none"> ● Operations: <ul style="list-style-type: none"> ○ Led by the Operations Manager, who will report directly to the Head of Operations and Infrastructure, the Operations Department consists of the following areas of Responsibilities: <ul style="list-style-type: none"> ▪ Maintenance: <ul style="list-style-type: none"> ○ With a team of 5 employees, providing preventive and corrective maintenance, and repairs for the School. ▪ Pool and Gardens: <ul style="list-style-type: none"> ○ With a team of 8 employees, providing maintenance to all plants and gardens of the School and to the School swimming pool.



Luanda International School

A diverse community of learners, committed to fostering compassionate, confident and socially responsible individuals who thrive in the world.
Uma comunidade diversa dedicada à aprendizagem, empenhada em criar indivíduos solidários, confiantes e socialmente responsáveis, que prosperam no mundo.

- Transport:
 - With a team of subcontracted drivers, lead by the Transport Leader, providing transport services to all school employees for work and leisure needs.
- School Support:
 - With a team of 3 employees and subcontracted personnel, lead by the School Support Leader, providing Reprographic and School Events support, and controlling subcontracted Cleaning and Catering services to the School.
- **Safety and Security:**
 - Led by the Safety and Security Manager, who will report directly to the Head of Operations and Infrastructure position, this Department consists of the following areas of Responsibilities:
 - Safety:
 - Ensure:
 - safe flow of visitors to the School, including parents, students, employees, through the proper identification and control of accessing/exiting traffic.
 - Safe working conditions of all employees and/or subcontractors working in the School and residences.
 - Responsible for:
 - Fire alarm and Lock down drills for the School.
 - General safety conditions of the premises at all times (24/7), including vacations periods and holidays
 - Security:
 - Provide Security to all School personnel and assets, through the proper management of the Security Assistant and the Security Agency.
 - General security of the premises at all times (24/7/360), including vacation periods and holidays.
- **Residences:**
 - Led by the Residences Manager, who will report directly to the Head of Operations and Infrastructure position, this Department main responsibilities are to provide Maintenance and Cleaning to the residents' facilities, Transport services and Safety and Security support to all School residents living in the 3 existing facilities in the School.

LISA - Associação da Escola Internacional de Luanda

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	<ul style="list-style-type: none"> ○ Supervise all Safety & Security measures to be implemented by the Security Supervisor in charge of Residences security, in full coordination with the Safety & Security Leader of the School. ● Management: <ul style="list-style-type: none"> ○ Implement a Key Performance Indicator (KPIs) control panel to report all the Department Customer satisfaction statistics to the Principal of Business, Finance and Operations, the School Director and the SLT. ○ Responsible for the proper execution of the School and Residences Maintenance and Building and Facilities Refreshment Plans. ○ Implement Professional Growth Plans for the position and all its direct reports, identifying areas of improvement in Professional Development, to better performed its team daily activities. ○ Evaluate direct report employee's performance, at least two times per year. ○ Proactively work towards the resolution of all School customers' needs (students, teachers, employees, parents, community, etc.), measuring them through appropriate Key Performance Indicators (KPIs). ○ Inform to School on Operations and Infrastructure matters through the School dash board. ○ Support Principal of Business, Finance and Operations in presentations to School Director, SLT, Board of Directors Committees, Board of Directors Meetings, etc. on all operational and safety security related matters. ○ Plan, guide, lead and coach the Leaders team of each area of responsibility to allow them to properly accomplish their objectives.
<p>Knowledge, Skills and Competencies</p>	<ul style="list-style-type: none"> ● Excellent communication skills in both written and spoken English and Portuguese ● In-depth knowledge of the business standards best practices and external regulations ● Excellent knowledge of reporting procedures and record keeping ● A business acumen partnered with a dedication to Customer Services ● Methodical and diligent with outstanding planning abilities ● An analytical mind ability to comprehend the complexities of technical challenges to be resolved in a limited environment ● Excellent legal skills and ability to work independently in a fast-paced environment.
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> ● Degree in Engineering, and /or Business administration ● Minimum 5 years proven experience as Head of Operations and Infrastructure in first class/well know organizations

The above is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current



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job, the School reserves the right to revise the job to reflect changes in the organization. The employee will undertake such other requirements as are necessary for the support of the Department and Luanda International School.

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