

**HENLEY BUSINESS SCHOOL AFRICA****OPERATIONS SERVICES INTERN POSITION****Purpose**

Henley is committed to youth skills development by providing graduates with an opportunity to gain work experience.

As an intern in the Operations department, the incumbent will gain experience in practical application of operational functions, gradually increasing level of difficulty and responsibility as the incumbent receives on-the-job training in operational functions. He/she will contribute to the organisational goals by providing and co-ordinating accurate and efficient operational services.

**Learning areas and responsibilities**

- Learn the principles, policies, processes and procedures related to the operations department
- Interpret and apply laws, rules and regulations within operations
- Organisational and planning skills: learn how to prioritise and complete tasks to agreed timescales, such as:
  - daily inspection of entire building – including but not limited to, cleanliness; defects requiring maintenance; refrigerators; stoves; air-conditioning units; fire equipment, fire escapes and fire doors; disabled lift operation; common area lighting; security and CCTV; intercom, telephone, DSTV and data networks where applicable etc.
  - weekly inspection of pumps, motors, generators and tanks to ensure operating correctly
  - weekly recording of council bulk meter readings for electricity and water
  - ensure that at all times the building and its surroundings are clean and neat, including the basement and pavement
  - monitor stock levels of supplies needed for cleaning and maintenance
- Commitment to observe and uphold safety procedures by:
  - constantly observing the office environment, ensuring that the fire exits are always kept clear
  - promptly report any potentially hazardous situations such as slippery floors, loose electric wires or sockets
  - reporting any potential problems to line manager in any area that may affect continuity of operations
- Driving duties as and when required

**Supervision received**

Reporting to the Client Experience and Events Officer, who provides direction, support, general advice and guidance.

**Contacts**

Staff, students and sub-contractors across the Henley Business School, SA.



## Terms and conditions

An intern post located at the Johannesburg campus in South Africa. Standard office working hours are 8:30 to 17:00 Monday to Friday, with one hour's unpaid break for lunch (37.5 hours per week). The successful applicant must be flexible in routinely supporting evening and weekend programmes. Overtime must be agreed in advance with line manager and will be paid in accordance with the overtime policy set out in the rules and procedures applicable to your employment. This document outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time in order to enrich the learnings which do not change the general character of the job or the level of responsibility entailed.

**Qualifying requirements:** Unemployed graduates between the age of 18 and 35. The Internship programme will run for a period of twelve (12) months. Take note that candidates who have already attended on an internship/ learnership programme will not be considered.

**Experience:** 6 – 12 months working experience in similar role is **an advantage**.

## Qualifications, skills and attributes:

- Recently graduated. Qualification in office/operations management or equivalent. Degree/diploma (NQF 6/7)
- The ability to prioritise and provide exceptional client service is required.
- A sense of urgency and a commitment to timely completion of projects.
- Demonstrated communication, interpersonal, organisational, technical and analytical, problem-solving and computer skills required.
- Attention to detail along with a commitment to quality and accuracy
- Ability to communicate tactfully
- Ability to handle pressure
- SA drivers licence – code EB/08
- Basic use of hand tools

## Please submit:

- Certified copy of Grade 12/ NQF 4 level certificate
- Certified copy of NQF 6/7 qualification
- Certified copy of your ID and driver's licence
- Certified copy of academic transcript
- Your CV and motivational letter
- Completed application form

Applicants need to be prepared to undergo an assessment as part of the selection process. Short listed candidates will be required to authenticate information provided in their CVs. The closing date for applications is **21 June 2017**.

Please send your CV, application form and an outline of how your experience, skills, qualifications and knowledge meet the key criteria for the position to [growing@henleysa.ac.za](mailto:growing@henleysa.ac.za)