



Harambee Youth Employment Accelerator is a not-for-profit social enterprise building African solutions for the global challenge of youth unemployment. We work in South Africa and Rwanda with many partners who are committed to results that can work at scale – including government, the private sector, civil society, and just over 2.5 million youth.

Harambee is an anchor partner in a breakthrough platform called **SA Youth**. It is part of the **Presidential Youth Employment Intervention** – a coordinated strategic national plan, announced by President Ramaphosa in his 2020 SONA, that sets out priority actions to address the youth unemployment challenge in South Africa by creating opportunities for young people at scale.

SA Youth brings together many partners to create a single national network to allow young people to access a wide selection of earning and learning opportunities, and for opportunity holders to access young engaged work-seekers – for free!

Our staff complement of almost 500 motivated people continues to work both on-site and remotely in a fluid and vibrant environment to tackle the challenges of a country where over 50% of young people are unemployed.

Winner of the 2019 Skoll Award and 2019 Conscious Companies Award.

#changeistheonlyconstant



Learn more about Harambee Youth Employment Accelerator:

[Harambee Overview](#)

[Changing the System](#)

[What is SA Youth](#)

www.harambee.co.za

JOB OPPORTUNITY SPECIFICATIONS

POSITION

Chief Operations Officer

LOCATION

Johannesburg

OVERVIEW OF THE ROLE

Harambee exists so that we can change the entry level labour market, enable others, and solve youth unemployment at scale – through partnerships. This requires new and innovative approaches to how we do our work, organise ourselves and grow our teams.

Our partners include the likes of The Presidency of South Africa, Youth Employment Service (YES), National Youth Development Agency (NYDA), private sector and other government partners in supporting South Africa's national youth employment strategy. As Harambee evolves and scales, it has become increasingly important that our contact centre operations are scalable, and is ready to meet the ever-increasing and agile demands of enabling our partner networks, as well as our youth network of just over 2,5 million work-seekers.

The Chief Operations Officer (COO) will be strategically and operationally responsible for all Harambee's back and front office contact centre operations in order to support our partner and youth networks.

The COO will also form part of Harambee's executive team and will share accountability in leading our entire organisation, strengthening our culture and managing organisational risks.

ROLE RESPONSIBILITIES

The scale of operation is currently around 300 people, which is split across two divisions that service both Harambee's network of youth and employer partners. The operation also operates a hybrid office and work from home delivery model, and is further enabled by world-leading technologies and provides services through the full range of multi-channel offerings. These channels include:

- Inbound
- Outbound
- Digital channels – WhatsApp, Facebook, SMS and other social media channels

The operations are also enabled by a range of support functions including:

- Workforce Management & Planning (WFM)
- Management Information (MI)
- Quality Assurance (QA)
- Training
- Knowledge Management

The Chief Operations Officer will be responsible for:

- Delivering strong operational performance across both portfolios (partner and youth network)
- Building solid relationships with new partners, as well as maintaining existing partner relationships
- Building and maintaining a best practice approach to customer service, and looking to continuously improve operational performance
- Ensuring effective resource planning and management across both partner and youth operations
- Creating a high performing, engaging and inspiring environment through driving the Harambee Way of Working and values
- Providing leadership, coaching and support to Operations Managers and other leaders within the team
- Together with the other executives, lead the organisation's strategy, goals and vision as approved by the Board of Directors

ROLE REQUIREMENTS

Minimum Requirements

- A relevant tertiary qualification
- Have extensive experience (seven years or more) of managing large scale, multi-disciplinary contact centre operations
- Proven track record in understanding and enabling the support functions (WFM, QA, MI, etc) for a contact centre environment

Attributes Required

- Have the ability to coach at a senior level to create and develop the right culture whilst also delivering high performing teams
- Be able to evidence a strong track record of delivery with respect to achieving call centre front and back office operational outcomes
- Have strong people leadership, communication and motivational capabilities to lead large scale operations
- Be able to confidently and credibly engage with external partners and stakeholders
- Be action-orientated, flexible and have an innovative approach to operational management
- Be an analytic and decisive decision maker with the ability to prioritise and communicate key objectives to all our people
- Demonstrate a strong commitment to quality and data driven evaluation
- Strong financial acumen to maintain and deliver against operating budgets

Apply for this position by sending your CV to recruitment@harambee.co.za, including the position you are applying for in the subject line.

June 2022

