



Role: Head of Operations

Industry: Trading and Manufacturing

Location: Gbagada, Lagos

Employment Type & Work Mode: Full Time /Onsite

Report To: Chief Operating Officer **Supervises:** IT Manager, Facility Manager, Warehouse/Logistics Manager, Production Manager

Relationship: Vendors, Customers, Internal Stakeholders- HODs

Overview

This job is responsible for planning, coordinating and controlling the daily business operations of the company to ensure compliance and productivity in all departments and achieve continuous value creation and addition. This role will drive operational efficiency, streamline processes, and ensure seamless alignment between strategic goals and day-to-day execution

Key Responsibilities	Qualifications:	Key Performance Indicators (KPIs):
<p>1. Strategic Leadership</p> <ul style="list-style-type: none">• Lead the development, documentation, execution, and monitoring of SKLD's operations strategy.• Recommend and implement an effective organizational structure within the operations division with clear lines of authority and accountability including monthly and annual reviews of operational goals and KPIs.• Drive continuous improvement by reviewing systems, reducing overheads, minimizing downtime, and enhancing operational efficiency and profitability.	<ul style="list-style-type: none">• Minimum of a Higher National Diploma, HND / Bachelor's Degree, B.Sc. in Engineering, Business Administration, Social Sciences or any other relevant• Relevant professional certifications• An MBA or master's degree is an added advantage• Minimum of 10 years' experience in Operations role	<ol style="list-style-type: none">1. Operational Excellence2. Project Management3. Cost Optimisation4. Customer Satisfaction5. Risk Management6. Resource Utilization

<p>2. Operations Management</p> <ul style="list-style-type: none"> • Design and implement standard operating procedures, maintenance protocols, and process manuals in line with best practices. • Ensure efficiency across all operational departments and units. • Maintain cost-effective and scalable operations. • Continuously improve operational systems, processes, and methodologies. • Analyze financial and operational data to inform strategic decisions and enhance profitability. • Align operational initiatives with the organization's overall strategic objectives. <p>3. Leadership & People Management</p> <ul style="list-style-type: none"> • Foster an inclusive, collaborative, and high-performance culture across the operations team. • Lead, coach, and manage department heads and team members, setting clear expectations and providing developmental support. • Evaluate team performance and recommend improvement strategies to enhance productivity and accountability. • Develop managerial capabilities to support leadership succession and performance goals. • Ensure regular coaching and training on operational best practices, regulatory compliance, and industry trends. • Promote professional standards, ethics, and continuous learning across the team. • Ensure team compliance with internal reporting, documentation, and operational deliverables. 	<ul style="list-style-type: none"> • with at least 3 years in a managerial role • Strong knowledge of operational management principles and practices. • Excellent leadership and organizational skills. • Strong analytical and problem-solving abilities. • Exceptional communication and interpersonal skills. • Proficiency in operational softwares. <p>Skills: Agile & Lean Methodology, Problem Solving; Stakeholder Management; Planning & Organising; Negotiating; Project Management; Facility Management; Vendor Management; Contract Management; Health, Safety & Environment; Emergency Management; Budget & Planning; Leadership & People Management; Emotional Intelligence; Service Orientation; Technology Adaptation; MS Office & Digital Proficiency; Accountability etc</p>	<p>7. Strategic Leadership</p> <p>8. Compliance</p> <p>9. Business Process Improvement</p> <p>10. Productivity Transformation</p>
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<ul style="list-style-type: none">• Oversee health and safety adherence and ensure appropriate management of conflicts of interest.		
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4. Compliance & Risk Management

- Ensure full compliance with internal policies, industry regulations, and legal standards.
- Identify, assess, and mitigate operational risks across departments.

5. Customer Experience

- Ensure operations consistently meet or exceed customer expectations.
- Resolve customer complaints and operational disruptions in a timely and efficient manner.

6. Reporting & Insights

- Prepare and present periodic reports on operational performance to senior leadership.
- Provide actionable insights and recommendations based on data analysis to support strategic decision-making.