

## **INTERNAL VACANCY**

**REF NO. : OPERATIONS MANAGER**  
**DIVISION : CRITICAL INFRASTRUCTURE - VODACOM**  
**POSITION : OPERATIONS MANAGER FOR ARMED REACTION**  
**CLOSING DATE : 02 JULY 2025**

An Internal Vacancy exists for an **Operations Manager for Armed Reaction** in the **Critical Infrastructure Division - Vodacom** based in **Centurion**.

*The suitable candidate's main responsibilities and duties include, but are not limited to, the following:*

- ✚ Render a comprehensive pro-active security service; with focus on Armed reaction services
- ✚ Liaise with National and Regional Clients and manage all internal and External Security queries;
- ✚ Ensure client satisfaction and retention;
- ✚ Ensure KPIs are met
- ✚ Sustain growth and profitability;
- ✚ Increase and sustain the performance and productivity of all vendors
- ✚ Planning and management;
- ✚ Carrying out dynamic security plans
- ✚ Communicating effectively with all stakeholders to ensure performance
- ✚ Maintaining effective relationships with client staff, management and contractors and service providers
- ✚ Providing reports and recommending process improvements;
- ✚ Acting as a focal point for security Armed Reaction operations decision making during routine and emergency situations;
- ✚ Adhering to SOPS, compliance standards and relevant laws;
- ✚ Alignment and liaison with all Armed Reaction security service providers:
- ✚ Alignment and to ensure allocation of all responsible sites are kept up to date, KMZ mapping and site lists spread sheet;
- ✚ Proactive liaising with the NOCs and assisting with the proactive interaction;
- ✚ Ensure compliance to the Company's disciplinary code;
- ✚ Ensure that all company SOP's are followed;
- ✚ Willing to work long hours;
- ✚ Any other duties deemed relevant to the role;

### ***Preferred qualifications/attributes/skills:***

- ✚ PSRA certification – Grade A;
- ✚ Grade 12 or equivalent qualification;
- ✚ Minimum 1-2 years' operational management experience/exposure in Armed Reaction services
- ✚ Excellent written & verbal communication skills;
- ✚ A working knowledge of MS Office (Word, Excel, Outlook); **with ADVANCED EXCEL skills being essential for daily and ad-hoc performance vendor audits**
- ✚ A working knowledge of **KMZ mapping essential to plot PODs for vendors**
- ✚ A working knowledge of **BI and Reporting dashes for data extraction and interpretation**
- ✚ Bilingual (English and any other South African language);
- ✚ Good interpersonal and customer relations;
- ✚ Ability to work independently and under pressure;

CEO: C Diavastos  
MM Selepe A Myatt HBN Yiga NR Msimangi TC Nyembe

- ✦ Willing to work extensive hours and be on standby;
- ✦ Willing to work after hours and be on standby;
- ✦ Clean disciplinary, criminal and credit record;
- ✦ Code 08 Drivers license and own reliable transport;
- ✦ Experience of implementing Quality Management Standards;
- ✦ The ability to manage and deliver projects;
- ✦ Experience of working with control rooms;
- ✦ Analytical and quality focused – able to produce accurate management information, audits, spreadsheets and reports;
- ✦ Excellent presentation and IT skills are required;
- ✦ Target and KPI focused yet able to deliver whilst maintaining employee engagement;
- ✦ Excellent people and performance management skills: motivate, coach, develop, inspire and ability to identify training needs;
- ✦ Experience of successfully leading teams to constantly achieve company objectives;
- ✦ The ability to communicate with all levels, from senior management to operational staff;

Interested candidates to email CV and Internal Application Form to [internalcv@proteacoin.co.za](mailto:internalcv@proteacoin.co.za)

Employment consideration will be in accordance with the Employment Equity Act requirements

Should you not hear from us within 14 days after closing date, your application should be considered unsuccessful

