Job Description

Job title
COO (Chief Operations Officer)

Department
Chiefs

Reporting structures

<table>
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<th>REPORTING – 2ND LEVEL</th>
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<th>DIRECTLY – 1ST LEVEL</th>
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<td>Chief Executive Officer</td>
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NUMBER & TYPE OF JOBS REPORTING DIRECTLY (1ST LEVEL)
Regional Network Executives; Regional Finance Manager; National Program Management

NUMBER & TYPE OF JOBS REPORTING INDIRECTLY (2ND LEVEL)
Regional Network Owners; Regional Planning, Regional Project Management, Regional SHEQ, Regional Technical Account Management, Regional Sales, Regional Network Administration.

Main purpose
To strategically and operationally manage Network Operations nationally to achieve revenue targets thru new client roll-out, and to ensure total network uptime and minimum restoration time.

ACCOUNTABILITIES & RESPONSIBILITIES (KEY PERFORMANCE AREAS & TASKS)

Overall Management and Reporting of Network Operations Function
• Structuring, organising, resourcing and management of the DFA network operations.
• Reporting on progress and achievements of the network operations teams in all regions.

Manage New Client Provisioning
• Ensure effective project and contract management of new route build.
• Ensure effective fibre rollout management.
• Manage access site build.
• Manage fibre link build to connect new client sites.
• Ensure resources and systems are implemented to manage build stock in the regions.
• Ensure effective project close down (as-built documentation, OSP updates, contract close out).
ACCOUNTABILITIES & RESPONSIBILITIES
(KEY PERFORMANCE AREAS & TASKS)

**Stakeholder Management**
- Manage stakeholders and related parties in relation to Network Operations.
- Engage with government officials and representatives in coordination with the DFA Strategy Office.
- Manage and own relationships within local and provincial government as it relates to network build and maintenance.
- Interface between business development and key local/provincial government offices for existing and new projects.

**Maintain Network build and operational quality**
- Ensure prescribed quality and design standards are followed for network (route, fibre, access and link) build.
- Ensure effective management of the preventative maintenance function to avoid breaks by third parties.
- Manage overall network maintenance to achieve high level of network availability and acceptable repair times.
- Effective contract management of outsourced maintenance operations.
- Manage network maintenance cost to acceptable levels.
- Retain good relations with client operations by ensuring good communication with regional clients.

**Contractor Management**
- Play the role of a key influencer and interface between the regional executives and the CTO office in selection and allocation of work to contractors.
- Report on and manage contractor engagement from selection through to audit.
- Represent the delivery organisation as a permanent member on the DFA Procurement committee.

**SHE Compliance**
- Ensure all operations shall comply with Safety, Health and Environmental legal requirements and DFA standards.

**Planning**
- Recommend and cooperate with Central Planning Operations to identify optimal network expansion to ensure high potential revenue.

**Regional Sales**
- Identify regional opportunities and secure orders from clients in accordance with the sales directives from Head Office.
- Ensure good client relations on regional level to ensure client retention.
## Accountabilities & Responsibilities (Key Performance Areas & Tasks)

### Resource Management
- Ensure adequate human resources are available to perform regional rollout and network operation.
- Ensure CAPEX and OPEX expenditure within approved budget.
- Plan and budget regional deployment within company directives and guidelines.
- Contract management of contractor resources in the regional organisation structures.

### Regional Management
- Ensure staff retention.
- Promote skills development and training.
- Support B-BBEE goals.
- Ensure ethical behaviour and sensitivity towards social issues.
- Promote legal and statutory compliance.

### Miscellaneous & General
- Perform any other work related duties and responsibilities that may be assigned from time-to-time by management.

### Competencies and Minimum Requirements:

#### Knowledge, skills, and qualifications
- Grade 12
- Relevant degree (management/general management related, for example an MBA/MBL/EDP)
- Managerial skills
- Technical skills
- Negotiation skills
- Telecommunication experience (10 years’) of which at least 3 years' on a senior managerial level
- Network build and rollout experience in a telecommunication company (5 years)

#### Personal attributes
- Leadership qualities
- Strategic thinking
- Analytical thinking
- Quality orientated
- Decisiveness
- Persuasiveness
• Proactive thinking

Approvals

__________________________________________________________________________  ________________________________________________________________________
Job Holder                                                                                                   Date:

__________________________________________________________________________  ________________________________________________________________________
Line Manager                                                                                                 Date: