

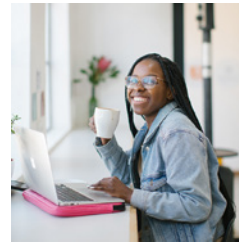


Ranyaka

Activating
Communities



CoCREATE HUB
STELLENBOSCH



Terms of reference for CoCREATE Hub Stellenbosch Manager Ranyaka Building Business Programme, Stellenbosch

For many years, the old clinic at 7 Victoria Street in the town of Stellenbosch nurtured the physical health of local communities. In 2021, the historical clinic was transformed into a unique space that opened doors to economic inclusivity in Stellenbosch – nurturing the vibrant entrepreneurial spirit in our midst to the benefit of all our local communities. The CoCreate Hub occupies a prime spot in the very heart of Stellenbosch – a mere stone’s throw from Eikestad Mall and within easy walking distance from the University campus, the town’s main taxi rank, businesses, restaurants and tourist attractions.

WHAT THE HUB OFFERS

- Affordable co-working, hot desking and office space
- Meeting and training rooms
- Trading/retail space for local products, art, crafts and services
- Training and incubation services
- Business mentoring
- Internet connectivity and office equipment (e.g. access to printers and copiers)
- Support in including these businesses into the local supply chain (e.g. assisting service providers to qualify for contracts and submit tenders)
- Space for local NGOs that focus specifically on Enterprise Development/entrepreneurial development

ROLE DESCRIPTION

Ranyaka is seeking to appoint a qualified candidate for the role of manager of the Stellenbosch CoCREATE Hub. The Hub Manager will manage a team of two to three persons at the premises and assume overall responsibility for the Hub operations and meeting hub targets. The manager will provide strategic leadership and oversight to the internal team and be responsible for managing the relationship with the Hub’s Corporate partners. The manager will also be responsible for engaging other external stakeholders, including funders, NGOs, business support trainers and partners, local Government, academia, the local business sector and authorities.

KEY RESULT AREAS

General Hub Operations

- Overall responsibility for operations of the hub and day-to-day oversight of programme operations.
- Defining and implementing the Hub's marketing strategy in collaboration with Ranyaka's marketing team.
- Financial management: Managing the Hub's overall finances and financial systems
- Procurement: Managing procurement for the Hub and ensuring it is in line with the CoCREATE Hub Stellenbosch' procurement policies.
- Implementing and revising systems and processes to ensure the smooth running of the Hub.

Vendor Management

- Manage contracts with all tenants and vendors.
- Source new vendors of products complementing the Hub as and when required.
- Oversee vendor operations requirements and related protocols.

Stock Management

- Manage inventory of consignment products sold at the Hub.
- Ensure that stock is accurately received and unpacked to merchandise and replenish the sales floor.
- Manage orders from suppliers.
- Monitor and manage stock levels through defined processes (stock counts, stock takes, stock loss action plans etc.) to mitigate risks (stock loss) and ensure adequate stock on hand.
- Oversee the overall maintenance of the stockroom to meet housekeeping standards.
- Authorize write offs, breakages, recalls and returns.

Sales Growth & Profitability

- Analyze sales & profitability reports in store to collaborate with management on required.
- Review and keep abreast of in-store product performance to provide feedback to Hub EXCO to enhance sales.
- Identify and propose new opportunities to increase sales and brand awareness. This may include: in-store marketing and partnering/participating in local events.

Risk Management

- Conduct compliance checks through defined processes (e.g. admin checks, store audits, visual audits, COMO (Continuous Monitoring) reports, POS (Point of Sales) reports, health & safety standards, to ensure and enforce overall compliance to policies and procedures.

Customer Experience Management

- Ensure and maintain the implementation of customer experience processes (through the execution of markdowns, repricing, promotions, customer experience plans, visual standards, customer feedback, general housekeeping etc.) to meet customer service standards.
- Manage incoming emails and calls, and promptly respond to customer queries, maintaining a high standard of professionalism and helpfulness.

Event Management

- Coordinate event requirements with the Hub entrepreneurs.
- Collaborate with customers to plan and organize events hosted at the Hub, including coordinating catering services, setting up event spaces, and ensuring a seamless experience for attendees.
- Provide required information to the finance team to support invoicing and payments.
- Manage the booking process for the meeting and training rooms, ensuring accurate scheduling and allocation of resources.
- Maintain an events calendar and communicate event details to relevant parties.

Facility Management

- Coordinate maintenance and housekeeping activities to uphold the cleanliness and functionality of the Hub.
- Liaise with suppliers involved in the maintenance of the Hub.

Staff Management

- Manage KPIs of Facilities Assistant, Cleaner and Sales Assistant/s.
- HR functions for the staff employed by the CoCreate Hub.
- Support the entrepreneurs operating from the Hub as per their contracts.

Security and Access Control

- Open and close the Hub premises at the designated times, ensuring security protocols are followed.
- Monitor access control systems to ensure only authorized personnel enter the facility.

Collaboration with Marketing

- Work closely with the marketing team to develop and execute social media strategies that promote the Hub's services, events, and community engagement.
- Provide content and insights to enhance the Hub's online presence.

QUALIFICATIONS, EXPERIENCE & SKILLS

- Qualification(s) in Business, Retail, Administration, Logistics and/or Operations
- 5 years' experience in retail (management experience advantageous).
- Experience in event planning and coordination.
- Familiarity with facility management and housekeeping practices.
- Ability to work independently and make decisions that align with the Hub's goals
- Sales & service management experience
- Competent in budgeting
- Retail trade, brand, customer & product understanding
- MS Office / Google Docs / Sheets intermediate to advanced
- Proven ability to apply a business or commercial thought process in decision making, planning and implementations of projects
- Experience in entrepreneurship promotion and the SMME development field an advantage
- Be able to communicate effectively at all levels, ensuring understanding, trust, buy-in and commitment from internal and external stakeholders
- Good networking skills
- Strong administrative skills
- Diagnostic and analytical skills (financial)
- Project management (the ability to facilitate multi-disciplinary projects at any given time)
- Current/past work/living in Stellenbosch preferred
- Strong commitment and dedication to economic development
- Strong commitment to community development and the willingness and ability to convey the broader Ranyaka Community Transformation vision to Hub visitors and stakeholders, as well as to identify opportunities for collaboration and network building.
- Long-term commitment to the project
- Valid driving license and own transport

Please note that we are an equal opportunity employer and celebrate diversity and are committed to creating an inclusive environment. All employment is decided on the basis of qualifications, merit and business need.

Interested applicants are invited to send their CV, cover letter with two references to marli@ranyaka.co.za. Applications close at midday on Monday 25 September 2023. For enquiries regarding the position, please use the same email address. Please do not inbox the Hub on social media regarding the position. Thank you!