

Job Specification: Head of Operations and Technical

Job title	Head of Operations and Technical
Department	Operations
Location	KTVR Head Office
Reporting to	Chief Executive Officer
Contract	05 years
TCE	R1 363 118.00 – R1 703 897.00

PURPOSE:

The Head of Operations and Technical is responsible for the overall leadership, strategic direction, and operational excellence of the BRT Vehicle Operating Company. This position ensures safe, reliable, compliant, and cost-efficient public transport services aligned to the applicable BRT operational contract, municipal requirements, national transport regulations, and internal governance standards.

This role leads all operational, technical, and fleet maintenance functions to achieve contractual KPIs, optimise fleet utilisation, maintain high service reliability, and ensure strong financial performance over the life of the operating contract (Interim, IMA, or 12-year VOC Agreement).

KEY RESPONSIBILITIES:

A. Strategic Leadership & Governance

- Develop and implement operational strategies, policies, and performance frameworks aligned to the VOC's business plan and contractual obligations.
- Provide strategic leadership across Operations, Technical/Maintenance, HR, Finance, ITS, and Depot functions.
- Drive organisational development, skills growth and transformation, including upskilling historically disadvantaged individuals in line with BRT industry transition requirements.
- Ensure alignment with Executive Chairman/Board priorities and provide regular performance, risk and governance reporting.

B. BRT Operations Management

- Oversee day-to-day operations, ensuring adherence to operating timetables, scheduling, headways, fleet availability, depot throughput, and operational KPIs.
- Manage Operations Control Centre (OCC), incident response, service delivery, and contract compliance.
- Ensure adequate fleet utilisation along the routes, compliance with timetables, duty schedules, operational patterns, layover management and resource utilisation.
- Lead continuous improvement initiatives to improve reliability, efficiency, safety, and customer satisfaction.

C. Technical & Fleet Management

- Oversee the maintenance regime, fleet lifecycle planning, and uptime targets for the conventional and BRT vehicle fleets.
- Ensure optimal technical standards, maintenance cost controls, and compliance with OEM specifications and statutory requirements.
- Manage DEPOT infrastructure, maintenance facilities.
- Conduct Life Cycle Cost (LCC) analyses and fleet feasibility to guide procurement, renewal, and asset management decisions.

D. Financial & Commercial Oversight

- Work with the CFO to prepare and execute annual budgets, OPEX plans, and long-term financial models.
- Ensure CPK (Cost per Kilometer) accuracy, cost containment strategies, and adherence to the financial terms of the VOC Agreement.
- Provide operational inputs into business planning, cash flow forecasting, and tariff negotiations with municipalities.
- Monitor contract revenue, performance penalties, incentive frameworks and financial compliance.

E. ITS, APTMS & AFC Systems Oversight

- Provide strategic oversight of Automatic Fare Collection (AFC), Automatic Passenger Transport Monitoring Systems (APTMS), and related ITS components.
- Ensure integration of operational data, compliance reporting, and accurate performance information for contractual KPIs.
- Lead incident management, CCTV monitoring processes and OCC digital operations.

F. Stakeholder & Contractual Interface

- Engage with City Officials, transport authorities, taxi industry representatives, the VOC Board, and all relevant stakeholders.
- Participate in industry transition processes, compensation negotiations, and service expansion planning.
- Represent the company in Joint Operations Committees (JOC), Technical Working Groups, and Steering Committees.

G. Human Capital & Organisational Development

Collaborate with the HR Executive Head in the following processes:

- Recruitment, training, performance management, and workforce transformation.
- Ensure continuous operational, driver and technical training, safe operations, and adherence to BRT service protocols to all related departments.
- Foster a healthy organisational culture, labour relations stability, and alignment with company objectives.

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H. Risk, Safety & Compliance

- Oversee the Safety Management System (SMS), occupational health and safety compliance, and accident reduction programmes.
- Implement operational risk management strategies, including disaster recovery, power/energy resilience, and contingency planning.
- Ensure audit readiness for city oversight, internal audits, ISO systems, and safety regulatory inspections.

1. REQUIRED QUALIFICATIONS & EXPERIENCE

A. Qualifications

- Minimum BSc / BTech / Honours in Mechanical Engineering (or related engineering discipline).
- MBA or Master's degree in Operations/Business Management preferred.
- PMP or equivalent project management certification advantageous.
- ISO systems training (9001, 14001, 18001/45001) an advantage.

B. Experience

- Minimum 15–20 years senior management experience in public transport, BRT operations, VOC management, transport engineering or related fields.
- Proven experience in Operations Technical Lead, or Senior Advisor within an established BRT/IRPTN system.
- Demonstrable experience in:
 - Fleet and depot management
 - Financial and Budget modelling (CAPEX/OPEX), and CPK analyses
 - Contract management under BRT/IPTN agreements
 - Operational planning, optimisation and rollout
 - Stakeholder engagement and taxi industry transition
 - ITS/ICT systems: APTMS, AFC, CCTV, OCC operations

C. Technical Strengths

- Operational management
- Technical management
- Operational and Technical costing
- Maintenance planning
- Incident and risk management
- Advanced understanding of public transport regulatory frameworks

2. KEY COMPETENCIES

- Leadership & People Development
- Strategic Thinking & Decision-Making
- Financial Acumen & Commercial Savvy
- Technical Expertise in BRT Systems
- High-Level Stakeholder Engagement
- Operational Excellence & Discipline
- Negotiation & Conflict Resolution
- Problem-Solving & Systems Thinking
- Strong Communication & Interpersonal Skills
- Ethics, Integrity & Professionalism

3. PERFORMANCE INDICATORS (KPIs)

- Contractual compliance (>99% operational adherence)
- Fleet availability and technical up time
- Cost per kilometer performance
- Safety metrics and accident reduction
- Timetable adherence and passenger satisfaction
- Labour stability and organisational productivity
- Financial performance against budget
- Successful expansion or integration phases (Go-Live readiness)
- ITS system reliability (APTMS/AFC data availability)
- Stakeholder satisfaction and governance compliance