

# Where the World meets Africa



Durban ICC SOC LTD is the registered trading and managing company for the Inkosi Albert Luthuli ICC Complex, which includes the International Convention Centre Durban, the Durban ICC Exhibition Centre and the Durban ICC Arena. The Inkosi Albert Luthuli ICC is one of the most advanced conference facilities in the world, having been voted Africa's Leading Conference Centre by World Travel Awards for 17 years in succession.

**POSITION: CHIEF OPERATIONS OFFICER (TG22)**  
**PACKAGE: MARKET RELATED**  
**INTERNAL / EXTERNAL**

The Durban ICC is looking for an ambitious, dynamic, well-rounded professional with varied senior management experience in leading a commercially driven and profitable entity. The successful candidate as part of an executive team will provide strategic leadership to the achievement of the Durban ICC corporate objectives. She/he will be adept in project, people and contract management and display adequate understanding of the conferencing, convention, and entertainment and exhibition industry. She/he must have a proven track record and skills in operations management, sales, communications and business development. She/he must have demonstrable expertise in marketing, strategic planning and execution.

This position reports to the Chief Executive Officer and will play a pivotal role in a commercially driven and profitable business strategy.

## QUALIFICATION

- A Bachelor's Degree in Commerce, Business Management, Tourism, Hospitality Management/Operations Management or an equivalent qualification.
- A Post graduate qualification will be an added advantage.

## EXPERIENCE

- Eight (8) years relevant experience, five (5) years should be at a Senior Management level.
- Experience in marketing, market focus, sales analysis, sales metrics, interpretation and analysis.
- Experience in business and financial planning with a solid grasp of data analysis and performance metrics.
- Experience in managing conventions, exhibitions, entertainment, fundraising events and sponsorships.
- Demonstrable track record in large scale programme project management, large scale events management and security protocol and coordination.

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AFRICA'S LEADING CONVENTION CENTRE

Durban International Convention Centre

V.G. Mashinini (Chairperson), M.J.K. Bophela, B.C. Dumisa, N. Langa, B.V. Mshengu, N.N. Ndaba, L. Ngcobo, S.L. Ntuli, N.Z. Qunta, L.E. Rakharebe, M.A. Rambally

Durban ICC (SOC) Ltd • Reg. No. 1992/005887/30



- Proven experience in setting comprehensive strategies for business growth and success.
- Extensive experience in market and sales data interpretation and analysis as well as sales metrics.
- Extensive experience in strategy formulation, business development and stakeholder relations.
- Sound knowledge of corporate governance principles and understanding of advanced business planning and regulatory compliance.
- Extensive experience in leading and managing ISO standards (International Organisation for Standardisation) and ensuring compliance with regulatory bodies.
- Extensive experience in providing leadership to all operational departments within the hospitality industry.
- Experience in leading and managing star grading criteria and ensuring compliance with the requirements.

## **KEY RESULT AREAS**

The candidate must demonstrate acceptable capability and competence in the following areas:

- Contract management
- Project Management
- People Management
- Management of Culinary services
- Financial planning and business acumen
- Management of facilities infrastructure
- Development and management of sales pipeline
- Management of marketing focus, trends and analysis
- Management of all business and production operations
- Experience in corporate governance and relevant legislation
- Development and Management of marketing, business development and sales strategy
- Development and Management of the Durban ICC's strategic communication strategy
- Management of conventions, exhibitions, events, conferences, fundraising and sponsorships

## **ATTRIBUTES**

- Excellent report writing skills
- Excellent attention to detail
- Strong communication skills (verbal and written)
- Ability to build strong relationships at all levels
- Excellent planning and organising skills
- Good conflict resolution and negotiation skills
- Leadership and emotional intelligence skills

- Problem solving, analytical and interpersonal skills
- Demonstrate professionalism and high ethical standards
- Demonstrate resilience, tenacity and decision making skills
- Demonstrate flexibility, team work, adaptability and tolerance

## **KEY PERFORMANCE AREAS / MAIN ACTIVITIES OF THIS ROLE**

- Provide strategic direction to all business operations and participate in the strategic planning processes of the organisation.
- Develop actionable business strategies and plans that ensure alignment with short-term, medium and long-term objectives.
- Provide strategic leadership to the Marketing and Sales of the Durban ICC's Business Units by managing sales forecasting and planning to predict future revenue growth.
- Provide strategic leadership to the Marketing and Communications Department and manage the marketing and communication strategy of the Durban ICC.
- Develop, manage and oversee revenue growth and establish pipeline with strong international, continental, national and provincial sales leads and revenue projections.
- Management of strategic planning and budget processes and to ensure alignment to corporate marketing and sales performance outputs.
- Provide strategic leadership to the Culinary as well as Food and Beverages Departments and ensure that the department plays a major role in boosting and supporting revenue generation.
- Provide strategic leadership to the Facilities Infrastructure Support Department, Technical Production and Support Department.
- To ensure that preventative maintenance is conducted and building services requirements are adhered to.
- Provide timely and accurate flow of financial and other operational information necessary for strategic decision making.
- Drive the implementation of service delivery improvement programmes and manage the development of the organisation's performance framework.
- Lead the development and implementation of appropriate policies, business processes and standard operating procedures for the organisation.
- Directly oversee operations, personnel, accounting, and sales management to budget for sufficient capital to achieve growth targets.
- Identify, plan and execute the development of additional sources of revenue by ensuring that conventions, conferences, large events, entertainment, sponsorships, fundraising, media and broadcasting are planned and executed efficiently.
- Lead an effective budget and planning process and provide regular oversight of performance targets against the budgets in all operational departments.
- Oversee all operational departments through direct reports by providing strategic leadership to all management personnel for the administration and operations of the Durban ICC.

# Where the World meets Africa



- Ensure that all business operations adhere to the codes of corporate governance by ensuring effective enterprise risk management.
- Maintaining and sustaining compliance of ISO 14001 and ISO 18001 and adherence to food safety standards through ISO 22000 programme.
- Maintaining and sustaining the 5-star grading of the Durban ICC by ensuring the safety of all employees, clients and service providers within the venue and ensure adherence to quality standards.
- Build and create strategic partnerships with internal, external and relevant business stakeholders.
- Direct and control the key performance outcomes of personnel and processes within the department.

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## APPLICATIONS

*The Durban ICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI). Preference will be given to suitable candidates who will best assist the ICC in addressing its current transformational needs. Persons with disabilities are encouraged to apply*

Applications must reach the Human Resources Department, via e-mail: [recruitment@icc.co.za](mailto:recruitment@icc.co.za)

Closing date for the CV submissions is **06 September 2022**.

Applicants who do not meet the minimum requirements will automatically be disqualified from consideration.

Applicants who have not been contacted 30 days after the closing date should consider their application as unsuccessful.

A handwritten signature in black ink, appearing to read "R. M. H. H. H.", is written over a horizontal line.

**SENIOR HR MANAGER**

**DATE 24 August 2022**