JOB DESCRIPTION

Position: Administration & Operations Manager (COO Support)
Company: Solaviva SL
Location: Freetown, Sierra Leone
Reports To: Country Head / Chief Operating Officer (COO)
Employment Type: Full-Time

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1. Position Summary
The Administration & Operations Manager is responsible for overseeing, coordinating, and supervising all administrative and operational activities of Solaviva SL.
This role serves as the operational backbone of the organization, ensuring efficient execution of office functions and field operations, including logistics, solar installations, inventory management, staff supervision, and compliance.
The successful candidate will work directly with the COO and coordinate across technical, finance, marketing, and operations teams, ensuring alignment, performance, and accountability across the business.

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2. Key Duties & Responsibilities
A. Administrative Management
• Oversee all daily office administrative activities
• Maintain and update company records, contracts, and documentation
• Ensure proper filing systems (physical and digital)
• Manage company correspondence and official communication
• Coordinate meetings, prepare agendas, and record minutes
• Monitor office supplies and procurement processes
• Ensure compliance with internal policies and procedures

B. Operations Management
• Supervise daily operational activities including solar installations, logistics, and sales support
• Coordinate field technicians and installation teams across project sites
• Monitor delivery schedules, product distribution, and project execution
• Oversee stock management, inventory tracking, and reconciliation
• Ensure proper handling and accountability of company assets
• Track project timelines and ensure deadlines are met
• Develop and implement operational systems, SOPs, and process improvements

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C. Staff Supervision & Team Coordination

• Supervise and coordinate teams across technical, marketing, finance, and operations departments
• Motivate teams to achieve performance targets and deadlines
• Enforce discipline, accountability, and professional conduct
• Monitor attendance, punctuality, and staff productivity
• Conduct performance evaluations and recommend training needs
• Support recruitment, onboarding, and team development

D. Financial & Systems Support
• Assist in monitoring operational expenses and budgets
• Use accounting software to track invoices, expenses, and project costs
• Support payroll documentation and staff records
• Monitor receivables and follow up on outstanding payments
• Ensure proper documentation of credit sales and financing arrangements
• Maintain financial discipline and adherence to internal controls

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E. Reporting & Strategic Support
• Prepare and submit weekly and monthly operational reports to the COO
• Track KPIs and performance metrics across departments
• Identify operational gaps, risks, and inefficiencies
• Propose and implement practical solutions for improvement
• Support the COO in strategic planning and execution

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3. Qualifications & Requirements
Education
• Bachelor's Degree in any field
(Minimum: Second Class Lower; Second Class Upper or First Class preferred)

Experience
• Minimum 3–5 years experience in administration or operations
• Mandatory experience in a solar energy or electrical engineering company in Sierra Leone
• Proven experience supervising staff and managing teams
• Experience in logistics, project coordination, or renewable energy operations is highly desirable

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Technical Skills
• Strong proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
• Experience using accounting software (e.g., QuickBooks, Sage, or similar)

• Strong reporting, documentation, and data tracking skills
• Good understanding of budgeting and operational cost control

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4. Core Competencies
• Highly organized and detail-oriented (non-negotiable)
• Strong leadership and team motivation skills
• Calm under pressure; emotionally intelligent and slow to anger
• Excellent communication and interpersonal skills
• Strong problem-solving and decision-making ability
• High integrity and accountability
• Ability to multitask and manage multiple priorities effectively

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5. Key Performance Indicators (KPIs)
The Administration & Operations Manager will be evaluated based on:
• Operational efficiency improvements
• Timely completion of installations and deliveries
• Inventory accuracy and control
• Staff discipline, attendance, and productivity
• Reduction in operational losses and errors
• Timely and accurate reporting
• Customer satisfaction and service delivery quality

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6. Additional Requirements
• Must be based in Sierra Leone with strong understanding of local operations
• Must be fluent in spoken and written English and Krio
• Open to both male and female candidates

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7. Working Conditions
• Office-based with frequent field supervision
• May require occasional weekend or extended working hours
• Direct reporting relationship with the Country Head/COO

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8. Authority Level
The Administration & Operations Manager has authority to:
• Supervise and discipline junior staff (in line with company policy)
• Recommend hiring, promotion, or termination decisions
• Approve routine operational expenditures within approved limits
• Implement operational improvements with COO approval

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9. What Success Looks Like in This Role

• Smooth, well-coordinated daily operations
• High-performing, motivated teams across all departments
• Efficient project execution with minimal delays
• Strong financial and operational discipline
• Clear, timely, and actionable reporting to leadership