

### Submitter's Username

mubmartTeam

### Company

Lafab Solutions

### Job Title

Operations & Administration Manager

### Job Description

Job Title: Operations & Administration Manager

Location: Kampala, Uganda

Reports To: Managing Director

Job Type: Full-time

### About Lafab Solutions

Lafab Solutions is Uganda's leading workforce management and recruitment company. We provide domestic workers, casual laborers, and professional staff to households and businesses across the country. With a commitment to reliability, compliance, and service excellence, Lafab Solutions continues to grow as a trusted HR solutions provider in the region.

### Job Summary

A dynamic, highly organized, and detail-oriented Operations & Administration Manager to oversee and coordinate day-to-day activities across departments. The role involves supervising teams, liaising with clients, managing correspondence, ensuring proper documentation, and streamlining execution of recruitment, maid, and casual labor contracts. This position plays a key leadership role in ensuring operational efficiency and smooth client service delivery.

### Key Responsibilities

#### 1. Operational Supervision

- Oversee and coordinate the daily activities across all company departments (recruitment, maids, casual labor, finance, digital).
- Track progress of service delivery and team tasks to ensure deadlines and service standards are met.

- Supervise and guide staff, ensuring productivity, teamwork, and accountability.

## 2. Client Liaison & Relationship Management

- Communicate directly with clients, with emphasis on advertising clients and those with operational or service inquiries.
- Follow up on client concerns, ensure satisfaction, and coordinate prompt issue resolution.
- Represent the company professionally in meetings, emails, and business correspondence.

## 3. Administration & Communication

- Manage the admin email and all official communication channels, ensuring timely and accurate responses.
- Maintain organized records of client correspondence, service agreements, and internal communications.
- Ensure internal documentation is up-to-date and accessible to the relevant teams.

## 4. Finance & Documentation

- Prepare and send invoices for all services, including recruitment, casual workers, and maid placements.
- Issue receipts, track payments, and coordinate with the accounts team to maintain proper financial documentation.
- Ensure all client-facing documents, contracts, and reports are properly filed and stored.

## 5. Contract Execution & Follow-up

- Coordinate the signing, tracking, and execution of contracts across all services: maids, casual work, and external recruitment.
- Follow up on timelines, client commitments, and team responsibilities to ensure successful delivery of services.
- Maintain a centralized system for monitoring contract status and renewals.

## Qualifications & Experience

- Bachelor's degree in Business Administration, Operations Management, Human Resources, or related field.
- Minimum 3–5 years of experience in operations, administration, or HR coordination.
- Proven ability to supervise teams, manage multiple tasks, and communicate with diverse stakeholders.
- Strong attention to detail, time management, and follow-through.
- Excellent communication and interpersonal skills (spoken and written).
- Proficiency in Microsoft Office (Excel, Word, Outlook); knowledge of business tools like Trello, Google Drive, or CRM software is an added advantage.

## What We Offer

- A leadership role in a growing and socially impactful company.
- Clear opportunities for advancement and skills development.
- Competitive salary with performance-based incentives.
- A collaborative, flexible, and purpose-driven work environment.

## Selected

## TOP SHORTLISTED CANDIDATES

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Job Position: Operations & Administration Manager

Company: Lafab Solutions

Total Candidates Analyzed: 347

Shortlisted Candidates: 7

## SHORTLISTED CANDIDATES:

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### 1. Ritah Nakafeero

Match Score: 90%

Key Skills: Operations Management, HR Management, Finance & Administration, Team Management (up to 45 people), Leadership, Communication, Organization, Problem-solving, Multitasking, Attention to detail, Project Management, Computer Applications.

Experience: Over 10 years of progressive experience in administrative and operational responsibilities, including Operations Manager role managing teams up to 45 people, HR Manager, Head of Finance & Administration.

Selection Reason: Strong alignment with the core requirements of operations management, team supervision, and administrative oversight. Extensive experience managing teams and diverse responsibilities directly relevant to the role. Possesses multiple diplomas in relevant fields.

### 2. Janet Nanfuka

Match Score: 88%

Key Skills: People & Operations Management, HR Processes (recruitment, onboarding, performance management, compliance), Operations Management (budgeting, logistics, audits, procedures), Client Liaison, Project Management, Administrative Functions, HR Assistance, Solution Coordination, Team Leadership.

Experience: Experience as People & Operations Manager, Solutions Manager, and Solutions & Programs Coordinator. Led HR processes, managed operations including budgeting and logistics, coordinated volunteers, and supported administrative functions.

Selection Reason: Demonstrates significant experience in operations management, HR processes, and client-facing roles. The 'People & Operations Manager' role directly aligns with the job requirements. Her experience in managing operations, HR, and client interactions makes her a strong candidate.

### 3. Ssentamu Richard

Match Score: 85%

Key Skills: Operations Management, Warehouse Management, Fleet Management, Supply Chain Management, Business Development, Donor Management, Quality Assurance, Inventory Control, Key Accounts Management, Procurement, Financial Oversight, Team Supervision, Logistics Coordination.

Experience: Extensive experience in Operations Management, Warehouse Management, Fleet Management, Key Accounts Management, and Procurement roles. Managed operations for

mPharma Uganda and NLS Waste Management. Holds a Postgraduate Diploma in Monitoring and Evaluation and a Bachelor's in Procurement and Logistics.

Selection Reason: Possesses a strong background in operations management, including fleet, warehouse, and supply chain. His experience as Warehouse Manager and Operations Manager at mPharma, coupled with his procurement and logistics education, makes him a highly relevant candidate.

#### 4. Alice Karungi

Match Score: 82%

Key Skills: Operations Management, Inventory Control, Vendor Negotiation, Team Mentoring, Customer Service, Employee Scheduling, Recruitment, Hiring, Training, Cash Flow Management, Logistics, Administration, Reporting, Software Automation (QuickBooks).

Experience: Current Operations Manager at Lan Care Pharmacy. Previous experience as Cashier, Logistics Assistant, Administration Assistant, and Programs Assistant. Managed daily operations, automated tasks, implemented inventory controls, negotiated with vendors, and handled customer issues.

Selection Reason: Her current role as Operations Manager directly aligns with the job description. She has demonstrated experience in managing daily operations, inventory, vendor relations, and customer service, which are key aspects of the role.

#### 5. Jimmy Okello

Match Score: 80%

Key Skills: Operations Officer, Finance and Administration Manager, Budget Development, Planning & Reporting, Accounts Management, Payroll Management, Financial Reporting, Performance Management, Team Leadership, Recruitment, Onboarding, Training, Customer Service, Transaction Processing.

Experience: Current Operations Officer at Quality Plastics. Previous experience as Finance and Administration Manager at Easy Fund Limited and Customer Service Officer at Grow Fund Investments. Managed company operations, financial matters, HR requirements, and led branch teams.

Selection Reason: Combines operational oversight with finance and administration management. His current role as Operations Officer and previous experience as Finance and Administration Manager provide a good blend of skills for this position. He has experience supervising teams and managing operational aspects.

#### 6. Stanley Nuwagaba

Match Score: 78%

Key Skills: Operations Officer, Audit Officer, Accounts Assistant, Budget Management, Operations Strategy, Stakeholder Relations, Leadership, Supply Chain Management, Problem Solving, Inventory Management, Compliance, Project Management, Team Mentoring.

Experience: Current Operations Officer at Yudesi Organic Supplies Ltd. Previous experience as Audit Officer and Accounts Assistant. Managed budgets, developed operational strategies, handled supply chain, inventory, and compliance.

Selection Reason: His current role as Operations Officer is highly relevant. He has experience in budget management, strategy development, supply chain, inventory, and compliance. His background also includes auditing and accounting, providing a good understanding of financial

documentation.

7. Richard Okongo

Match Score: 75%

Key Skills: Operations Officer, Procurement Management, Fleet Management, Asset Management, Stores Management, Administrative Assistant, Vendor Management, Contract Monitoring, KPI Reporting, Customer Service, Filing Systems, Stock Management.

Experience: Current Operations Officer at Alight Uganda. Previous experience as Operations Officer and Administrative Assistant. Extensive experience in procurement, fleet, asset, and stores management, with a focus on documentation and reporting.

Selection Reason: Strong experience in operational functions such as procurement, fleet, asset, and stores management. His current role as Operations Officer and detailed responsibilities in these areas make him a suitable candidate for managing day-to-day operations.

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