

Job Title: Administrative Operations Coordinator

Location: Muizenberg

Reports To: Manager / Board Chairperson

Salary: R10,000 to 12,000 per month (part-time or negotiable hours)

Hours: Negotiable

Start Date: As soon as possible

About the Role and Context

The Muizenberg Improvement District (MID) is a City Improvement District (CID), formally recognised by the City of Cape Town under the Special Rating Area (SRA) By-Law and the Municipal Property Rates Act. As such, it operates within a **legislated framework** that requires strict compliance, structured planning, and documented governance processes.

The Administrative Operations Coordinator is not just an office support role—it is the **central nervous system of the organisation**, with responsibilities that span compliance, coordination, communications, and record-keeping. The effectiveness of the entire organisation depends on the structure, systems, and continuity this role provides.

Crucially, the MID has historically lacked internal systems and structures that allow for seamless handovers or long-term continuity. This role is therefore ideal for someone who not only thrives in a systems-driven, deadline-sensitive environment, but who can also **build or strengthen embedded administrative systems** that will allow the MID to run smoothly over time and through transitions. Your legacy in this role won't just be day-to-day operations—it will be the **structure you leave behind**.

This is a role for someone with a **heart for structure**, a **head for systems**, and a **willingness to be the backbone of a civic organisation**, even on a modest paycheck.

Key Responsibilities

1. Internal Planning and Compliance Oversight

- **Maintain and actively manage the MID's internal digital planning calendar**, ensuring all board meetings, mandated City deadlines, reporting requirements, and internal objectives are scheduled, tracked, and met.
- **Ensure that all legislated processes and documentation are fulfilled** in accordance with the City of Cape Town's CID legislation, including:
 - AGM notices, agendas, minutes, attendance registers, board nominations
 - Submission of Annual Financial Statements, Implementation Plan, and Budget
 - All compliance documentation and audit-ready records filed correctly and on time
- Maintain institutional memory and ensure records are structured to support future continuity and audits.

2. Administrative Support and Filing

- Provide full administrative support to the Manager and Board, including scheduling meetings, preparing agendas, taking minutes, and circulating meeting packs.
- Manage the MID's digital and physical filing systems with attention to security, accuracy, and long-term access.
- Maintain clear documentation of internal decisions, correspondence, and service provider records.

3. Financial Administration

- Process invoices from contractors and service providers, liaise with the MID's accountant, and maintain financial documentation for each financial year.
- Ensure supplier agreements and proof of payments are filed correctly and remain accessible for board oversight and City audits.
- Assist with reconciling line items against the approved budget.

4. Infrastructure, Cleaning, and Issue Logging

- **Log and track infrastructure issues** in the MID area (e.g. potholes, illegal dumping, broken lights) and submit for resolution via the City's formal channels.
- **Coordinate with cleaning staff** and provide oversight through daily and weekly reporting cycles.
- **Track and oversee the cleaning schedule**, ensure that daily operations align with expectations, and log complaints or service failures for follow-up.
- **Ensure that the MID's premises (office, security, and cleaning areas)** are kept professional, tidy, and organised by relevant internal staff, in line with expectations for a public-facing improvement district.

5. Communications and Community Interface

- **Track and develop internal story leads across all MID portfolios**, including infrastructure, maintenance and cleaning, security, greening, and beachfront. This includes:
 - Noting news or updates shared informally by Directors or the Operations Manager.
 - **Proactively following up in real time** to confirm facts, gather key details, and request suitable photographs—**while the moment is still current and there's still an opportunity to do so**.
 - Staying consistently alert to developments that may otherwise be forgotten, overlooked, or shared too late to be documented properly.
 - **Building and maintaining an internal repository** of verified stories, images, and updates for use in monthly, quarterly, and annual reporting.
- **Liaise closely with the Communications Director** to ensure all content is checked, edited, and approved before public distribution.
- **Maintain and update the MID's website**, including:
 - The **public-facing events calendar** with relevant MID and community happenings.
 - **News posts and administrative updates**, including notices, reports, and general announcements.
- **Update Canva templates** for reports, community notices, and social media graphics.
- **Prepare and send Mailchimp newsletters or notices**, including mandated communications such as AGM notices and board updates.

- **Post or schedule approved content** to MID social media channels (e.g. Facebook, Instagram, Whatsapp Broadcast), keeping the tone accurate, timely, and mandate-aligned.
- **Manage the MID WhatsApp line**, ensuring incoming messages are triaged to the correct portfolio or followed up where appropriate.
- **Collaborate with the Communications Director** to identify key stories for public release. This includes:
 - Working together to shape the story and select visuals.
 - **Drafting and sending regular press releases** to a defined list of local media contacts.
 - **Maintaining active relationships with local media outlets** and ensuring regular communication to keep them informed and engaged with MID developments.
- **Compile a short monthly communications report**, summarising outreach, coverage, and platform activity—to **inform board reporting and refine strategy** in collaboration with the Communications Director.

Key Skills and Experience

Essential:

- Proven experience in a governance, compliance, or high-level administrative role
- Exceptional organisational and time-management abilities
- A systems-minded approach with the ability to build or strengthen internal processes
- Familiarity with digital tools such as Microsoft Office, Google Workspace, and cloud-based filing systems
- Ability to manage sensitive or confidential information discreetly
- Strong written and verbal communication skills
- Comfort working independently and self-managing multiple deadlines

Desirable:

- Familiarity with City Improvement Districts (CIDs), SRAs, or local government environments
- Experience with Canva, Mailchimp, website CMS platforms, and social media tools
- Background in bookkeeping, invoicing, or basic financial administration

- A community-centred outlook with a proactive, professional demeanour

Working Conditions

- Office-based in Muizenberg, with potential for some flexible or part-time hours
- Occasional travel for meetings or site inspections may be required
- Some evening availability may be needed for AGMs or public meetings
- This role is best suited to someone who takes pride in **building sustainable systems, holding institutional knowledge, and being at the centre of a working civic structure**

To Apply

Please send your CV and a short motivation letter outlining your relevant experience and what draws you to this kind of role. Applications may be sent to manager@mid.org.za by Wed 7 May 2025.