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## Position: Hub Manager East London / Operations Environment Budget: R30 000 – R40 000 CTC

Our client within the passenger transport industry is seeking an experienced and hands-on Hub Manager to take full accountability for the daily operational performance, customer service delivery, depot control, driver management, compliance, and commercial effectiveness of a busy operational hub.

This role is suited to a strong operational leader with experience managing live transport operations, depot environments, fleet coordination, customer-facing teams, and operational performance within a high-pressure environment.

### Key Responsibilities

- Manage daily depot operations including arrivals, departures, route execution, and operational flow
- Ensure all scheduled departures operate according to operational requirements and service standards
- Manage driver readiness, discipline, compliance, route allocations, and roster planning
- Oversee coach readiness, vehicle quality control, and technical coordination with workshop teams
- Monitor customer experience, passenger boarding processes, and service recovery actions
- Ensure effective luggage control, revenue protection, and boarding compliance
- Manage depot housekeeping, washbay operations, safety standards, and facility maintenance
- Monitor competitor activity, customer trends, and local market opportunities
- Oversee operational reporting, dashboard management, system controls, and exception management
- Control depot operational costs, overtime, consumables, and resource utilisation
- Lead operational staff, supervisors, drivers, cleaners, and depot personnel
- Ensure compliance with health, safety, risk, and operational governance requirements
- Drive continuous improvement initiatives and root cause analysis processes

### Minimum Requirements

- Grade 12
- Relevant qualification in Operations Management, Transport, Logistics, Business Management, or related field advantageous
- Minimum 5 years' operational management experience
- Experience within transport, logistics, depot operations, fleet operations, or complex shift-based environments preferred
- Strong people management and operational leadership capability
- Computer literate with strong reporting and operational systems exposure
- Ability to work under pressure and outside normal office hours when required

### Key Skills & Competencies

- Depot & Hub Operations Management
- Transport & Fleet Operations
- Driver Management & Compliance
- Operational Planning & Execution
- Customer Service & Passenger Experience
- Revenue Protection & Operational Controls
- Reporting & Dashboard Management
- Staff Leadership & Discipline Management
- Cost Control & Resource Utilisation
- Health & Safety Compliance
- Problem Solving & Decision Making
- Operational Risk Management
- Stakeholder Management
- Continuous Improvement & Root Cause Analysis

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**Reg: 2024 / 374160 / 07**

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### **Ideal Candidate Profile**

The ideal candidate will be a strong operational leader with a hands-on management style and the ability to manage live operational environments effectively. The successful individual will demonstrate strong leadership, urgency, problem-solving ability, and the capability to balance operational performance, customer experience, compliance, and cost control within a demanding transport environment.

### **How to Apply**

Interested candidates, please send a complete, detailed CV to us via email by no later than 30 May 2026. Please attach to your email all certificates. Send via email to [apply@prospectinc.co.za](mailto:apply@prospectinc.co.za)

We look forward to receiving your application.

Disclaimer: Due to the high volume of applications received, only shortlisted candidates will be contacted. Should a candidate not hear from us within four (4) weeks following their application, they should consider their application unsuccessful. Strictly fair and non-discriminatory selection procedures will be followed