



NQUBEKO SITHOLE

JUNIOR OPERATIONS MANAGER | TRAINING FACILITATOR |
SPECIAL EDUCATOR | CREATIVE DIRECTOR

📍 Johannesburg, South Africa

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ABOUT ME

Results-driven Operations and Team Leader with strong experience in cleaning services, multi-site operations management, and service delivery excellence. Currently serving as Junior Operations Manager at PAG Cleaning Services, overseeing site inspections, staff supervision, stock control, compliance, and client relations across multiple locations in Gauteng province. Proven ability to lead teams, implement operational improvements, resolve challenges efficiently, and maintain high service standards in fast-paced environments. Brings over five years of experience in hospitality and business management, including leading and scaling operational systems within a successful laundry business servicing high-profile and international clients. Possesses a strong background in training and facilitation through academic and international arts organizations, enhancing leadership, communication, and team development capabilities. A strategic, hands-on leader seeking to contribute operational expertise, people management skills, and a strong commitment to excellence within a growth-oriented organization.

EDUCATION

MASTER OF ARTS (RESEARCH)

University of KwaZulu Natal /

Currently pursuing MA (Research)

WORK EXPERIENCE

PAG CLEANING SERVICES

Feb 2026 - Present

Junior Operational Manager

- **Oversee** daily operations across multiple sites, ensuring consistent service standards and high levels of client satisfaction.
- **Conduct** regular site inspections to monitor quality, evaluate staff performance, and ensure strict adherence to company procedures.
- **Manage** staff attendance and coordinate relievers to ensure seamless coverage and operational continuity across all locations.
- **Supervise** team leaders and cleaning staff, providing active guidance, coaching, and on-the-job support to drive performance.
- **Deliver** comprehensive training on compliance requirements, correct chemical usage, and standard operational procedures.
- **Manage** stock control and equipment distribution, proactively planning resources to prevent shortages or service disruptions.
- **Facilitate** client communication by addressing service queries, resolving complaints, and implementing effective corrective action plans.
- **Compile** detailed operational reports to support executive management oversight and data-driven decision-making.
- **Ensure** rigorous adherence to health and safety regulations and compliance standards across all allocated sites.
- **Support** the onboarding and training of new team members, focusing on operational processes and internal systems.
- **Investigate** operational issues to identify root causes and propose practical, sustainable improvement actions.
- **Monitor** key performance indicators (KPIs) and prepare concise daily and weekly reports for management review.
- **Assist** in strategic resource planning, staff scheduling, and shift allocation to maintain optimal service coverage.
- **Coordinate** daily operations across departments to ensure a smooth workflow and the timely completion of all tasks.

UNIVERSITY OF KWAZULU - NATAL

Jan 2025 - Nov 2025

Tutor / Training Facilitator (contract)

- Delivered and facilitated classes in acting, movement, and performance creation, integrating theoretical frameworks with practical exercises
- Provided academic guidance, performance feedback, and mentorship to support students in refining performance techniques, writing, and analytical skills
- Assessed performance and written work, marked assignments, and provided constructive feedback aligned with departmental

**BA HONOURS -
PERFORMANCE STUDIES**
University of KwaZulu Natal /
2020

**BA - ANTHROPOLOGY &
PERFORMANCE STUDIES**
University of KwaZulu Natal /
2017

SKILLS

- CLIENT ENGAGEMENT
- CUSTOMER RELATIONSHIP
MANAGEMENT
- TRAINING DELIVERY
- PROJECT MANAGEMENT & PLANNING
- STRATEGIC PLANNING
- BUSINESS DEVELOPMENT
- PARTNER MANAGEMENT
- CROSS - FUNCTIONAL TEAM
LEADERSHIP
- RESEARCH
- LEADERSHIP
- PRESENTING AND PITCHING
- SKILL DEVELOPEMENT
- TUTORING
- TEACHING

LINK

LinkedIn:
<https://www.linkedin.com/in/nqubeko-sithole-5a7157109>

REFERENCES

References available upon
request

**BASHAPHUMANI
ENTERPRISE (PTY)
LTD**
Jan 2021 - Mar 2024

**CLOVER
INTERNATIONAL
LINGUISTICS
SCHOOL CHINA**
Jan 2019 - Jan 2020

- standards
- Collaborated with lecturers and course coordinators to design, adapt, and implement course materials and practical performance projects
 - Conducted skills-based workshops focused on body awareness, movement training, voice work, and creative improvisation
 - Encouraged students to pursue research-based performance, connecting academic theory with embodied practice
 - Maintained attendance records, assisted in scheduling performances, and coordinated logistics between classes, rehearsals, and assessments
 - Design and deliver engaging training sessions aligned with curriculum and learner needs
 - Facilitate interactive group discussions, activities, and role-plays to reinforce learning outcomes
 - Assess learner progress through quizzes, assignments, and formative assessments
 - Prepare lesson plans, instructional materials, and relevant real-world examples
 - Maintain accurate attendance, assessment records, and training documentation

Creative Director

- Managed end-to-end operations of the laundry business, ensuring high service quality, on-time deliveries, and consistently meeting or exceeding client expectations
- Secured high-profile contracts with international sports teams, including the Springboks, demonstrating strong negotiation skills and the ability to close high-value, confidential agreements
- Cultivated and maintained strong, long-term client relationships through personalized service, tailored solutions, and a client-centric approach
- Led and mentored staff, providing training, guidance, and clear direction to foster high morale, low turnover, and a culture of exceptional service delivery
- Implemented and optimized systems, processes, and procedures to improve operational efficiency, reduce costs, and enhance the overall customer experience
- Collaborate with marketing, product, and sales leaders to align creative output with business objectives
- Own brand visual and verbal identity, ensuring consistency and quality across all channels and materials
- Oversee creative production process, managing timelines, budgets, vendors, and quality control standards
- Establish and refine creative workflows, processes, and tools to improve efficiency and collaboration

Special Educator

- Integrated computer literacy, reading activities, educational games, and musical instruments into lessons to enhance students' communication and engagement
- Designed and implemented English curriculum aligned with grade-level expectations and diverse learning needs
- Provided regular, clear progress updates to principals, teachers, and parents to support student development and

DRIVING LICENSE

Driving license
Code 10/C1

COURSE

MUSIC BUSINESS LAB

ASSITEJ
INTERNATIONAL
Jun 2017 - Dec 2018

collaboration

- Developed and distributed curriculum materials and resources to fellow teachers and facilitators to promote consistent instructional practices
- Differentiate instruction using specialized strategies, materials, and assistive technology to support diverse learning styles
- Collaborate with general education teachers to modify curriculum, assessments, and classroom activities for inclusivity
- Conduct formal and informal assessments to monitor student progress and adjust instructional approaches accordingly
- Provide targeted small-group and one-on-one instruction focusing on academic, behavioral, and functional skills

Training Facilitator

- Identified and addressed capacity development needs to align training initiatives with client objectives
- Recognized opportunities for facilitation and intervention to support performance improvement and learning outcomes
- Designed bespoke courses and leveraged existing programs to meet diverse client requirements
- Selected and adapted relevant assessment materials to support defined learning objectives
- Fostered a respectful, inclusive environment that encouraged open dialogue throughout facilitation sessions
- Guided participant discussions on learning content to maximize engagement, understanding, and applicability
- Extracted diverse insights and perspectives from participants to inform learning solutions and continuous improvement
- Administered assessments and tracked learner progress to monitor development and inform next steps
- Reported on attendee engagement, learning outcomes, and key observations to stakeholders to support decision-making
- Design and update training curricula aligned with organizational goals and learner needs
- Assess learners' skill gaps through diagnostics, observations, and feedback tools
- Coach and support participants with one-on-one guidance and constructive feedback
- Adapt facilitation style to accommodate different learning styles and group dynamics