

Job Specification & Recruiting Profile of Vacancy

10 June 2020

The following vacancy exists at NSFAS in Cape Town.

Position	Quality Manager	Type & Grade	Grade 12 Permanent
Vacancy No	16 of 2020/21	Department & Unit	Operations

POSITION OVERVIEW:

Quality Manager's overall responsibility is to lead business analysis and documentation of core business processes for application, funding, and disbursements of correct allowances to students and payments to institutions. The Incumbent will ensure that there is an ordered, well-documented system of policies, processes, procedures and records designed to maintain service level quality, effectiveness, and customer satisfaction. Facilitate continual improvement of products/services and processes.

JOB FUNCTIONS INCLUDE:

- Review and analyse current situation on existing processes to identify inefficiencies and areas that need improvement
- Identify all processes that require SOPs and document as required

- Collaborate with managers and team members to achieve most efficient and accurate quality management protocols
- Work with the COO to confirm process controls for governance and risk management across the business value chain
- Facilitate process enhancements and SOPs.
- facilitate changes to improve current processes and reduce costs/time wasters
- Identify and propose areas of improvement throughout the workflow
- Point of escalation for team members to assist in resolving issues
- Work with the business unit to elicit and understand the business requirements and convert the requirements into manageable deliverables
- Review business requirements, specifications, business processes and recommendations related to proposed process solutions
- Facilitate new project set ups for all Quality projects in Business Operations complexity levels.
- Ensure process documentation are accurate and complete before handling over to Quality for sign off and implementation
- Monitor the handover process to ensure that all recommendations from across business areas are incorporated and complied with.
- Provide reports on projects and operational services
- Train on Quality Management practices and basic quality assessment
- Facilitate change processes on QMS and ISO Accreditation and maintenance
- Perform Quality Audits from time to time with Process Owners to maintain the ISO

RESPONSIBILITIES:

People and Talent Management

- Ensure that all staff members in the unit, including self, have agreed and signed individual performance scorecards and development plans
- Ensure that all staff members in the unit remain abreast with technical professional development matters
- Ensure that the staff members in the unit remain abreast with organizational changes
- Instil a culture of discipline and accountability, together with a service delivery focus

Accountability and Reporting

- Report on all Quality Management activity at agreed intervals
- Generate reports for oversight and management reporting proactively

Managing Stakeholders

- Build relationships with the internal NSFAS community and ensure seamless, current, clear and concise communication
- Lead Change management processes for Quality in Business Operations

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- Post graduate qualification in any of the following fields:
 - Finance
 - Business administration
 - Industrial Psychology
 - Or related
- Minimum of 5 years of experience, or which at least 3 must have been in a management role
- Demonstrated ability in guiding change management process and development of standard operating procedures
- Experience in overseeing the design, implementation and maintenance of business processes with embedded governance and control
- Has experience in providing direction to implementation of projects
- Has experience in managing operational risks effectively
- Demonstrated experience in reporting to executives and boards on governance, risk and control matters
- Knowledge of Public Financial Management Act.

Beneficial skills and experience:

- Knowledge of NSFAS Act.
- Experience in both the financial service and government sectors
- Exposure to the higher education sector

Core Competencies:

- Analytical thinking and ability to probe down to level of detail
 - High ability to collaborate with others in order to effect change
 - instil and models a disciplined work ethic and accountability
-

- Are values driven
- Highly competent in both written and verbal communication skills
- Able to manage resources
- Ability to maintain a sense of resilience when faced with challenge
- Ability to work at a fast pace and remain abreast in times of high change
- Ability to manage teams in order to achieve and maintain high performance
- Remaining technically abreast with professional development matters
- Ability to manage external resources and oversee any additional contracts

Computer skills required:

- MS Word – Intermediate
- MS Excel – Intermediate
- MS Power Point – Intermediate
- MS Outlook – Intermediate

REMUNERATION & BENEFITS

Remuneration Package: R 867,356 to R 1,021,699

Total Cost to Company per annum inclusive of all benefits and company contributions.

PLEASE NOTE

Closing date: 24 June 2020

Interested applicants should send detailed Curriculum Vitae, copies of academic qualifications and names of three contactable referees to Ms. Nokulunga Mtse via email jobs@nsfas.org.za. NSFAS do not consider late applications. Staff on Leave must ensure that they check the NSFAS portals for

advertised vacancies and familiarize themselves with the respective closing dates. NSFAS only corresponds with Shortlisted Candidates. If you do not hear from NSFAS within 2 months of the closing date, please consider your application unsuccessful.

** NSFAS committed to employment equity. Preference will be given to candidates who improve employment equity considerations **

“NSFAS is committed to providing equal opportunities and practicing affirmative action employment. It is our intention to promote representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference. “

10 Brodie Road, House Vincent, 2nd Floor, Wynberg, Cape Town, 7700 | Private Bag X1, Plumstead, Cape Town, 7800
Tel No.: 0800 067 327 | 021 763 3200 | Email: jobs@nsfas.org.za
