![NSFAS - National Student Financial Aid Scheme]

Job Specification & Recruiting Profile of Vacancy

18 October 2024

The following vacancy exists at NSFAS in Cape Town.

Position	Senior Manager: Quality Assurance	**Type & Grade**	Permanent, D3
Vacancy No	40 of 2024/25	**Department & Unit**	Core Business, Quality Assurance

POSITION OVERVIEW:

To develop and maintain the highest quality standard, governance protocols and measures for the Core Business unit processes and procedures that relate to student account management in Applications Support, Student Support, and Value-added Services.

RESPONSIBILITIES:

Policy, Systems & Procedure Development

- To participate in the development, assessment, monitoring, management and review of the quality assurance policy and standard operating procedures/guidelines.

- To quality assure the review processes for the Application Support, Student Support and Value-added services.

- To review the business processes for the student funding value chain and business rules required to inform the strategic stance of the organisation and inform system development.

- To manage the consultative process for the policy and guidelines to affected stakeholders.

Core Strategic Objectives Development

- To use the QA insights to support the development of long-term planning and reviewing of core business standards and processes with the aim of realising desired levels of efficiency and effectiveness.

- To manage the development, assessment, protection, monitoring, and compliance requirements of all desirable or planned quality standards.

- To manage and ensure consistency in operational processes for each performance area in the operations student value chain.

- To monitor and ensure the resolutions of issues raised during or affecting the student funding process.

- To develop an operational processes framework in line with industry quality standards and advise on best implementation mechanisms.

- To validate sampled student funding value chain and ensure that set standards, procedures and policies are adhered to as per the NSFAS funding policy.

- To contribute towards continuous improvement initiatives along the processes, systems, and skills within Core Business.

- To perform a risk assessment on query handling mechanisms for students' or institutions' positive experiences.

- To lead business requirements in support of business cases, proposed projects, and systems requirements solutions.

- To coordinate the reporting on Core Business KPIs.

- To identify systems and people training systems interventions and create awareness of quality cost optimisation for core business.

People Management & Ethical Leadership

- To manage and/or delegate in the recruitment and selection of unit vacancies in line with EE targets.

- To delegate QA activities to subordinates for implementation where applicable.

- To lead and manage the unit team to achieve the set and agreed programmes.

- To direct, inspire, coach and mentor subordinates to deliver quality programmes in line with NSFAS values.

- To lead and manage the individual performance contracting and review process for subordinates.

- To lead and manage all disciplinary matters of subordinates related to performance and conduct issues.

Stakeholder Management & Relationships

- To actively engage stakeholders for information-sharing purposes and resolution of issues emerging from the QA findings and trends Manage the service level agreement process.

- To manage the performance of the service providers through performance assessment reporting and other techniques.

- To manage the QA utilisation process and accurate storage, recording, monitoring and disposal of assets in conjunction with end-user departments.

- To manage the relationship with other departments on matters affecting Core Business governance and risk interface.

Project Management & Leadership

- To manage and supervise QA projects and their associated objective delivery to drive improvements, improve efficiency and reduce complaints.

- To analyse and interpret project reports on completion of the project to evaluate return on investment and to inform decision-making in the unit.

- To use QA principles to represent student perspectives, champion change management and improvements.

Budget optimisation

- To forecast for unit core administration activities and projects**.**

- To spend in line with core activities and projects.

- To manage payment of applications, support service providers in line with institutions' verified registration details.

- To review and recommend the applications support payments and recover any overpayments.

Risk, Compliance monitoring & evaluation.

- To lead and manage the plans and processes of all QA requirements, in accordance with legislative prescripts.

- To lead and manage plans and processes in support of the implementation of identified key controls and establish risk mitigation procedures for Core Business.

- To lead and manage the implementation of the audit plan.

Information & Knowledge Management

- To collaborate with ICT to build systems for Core Business that enable the secure management of QA data obtained from different sources.

- To collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information.

Reporting & Accountability

- To report and account on unit strategic KPIs progress, the unit operational plan progress, strategic stakeholders' issues and interventions management, internal and external audit and risk and any other work in the mandate of the Quality Assurance Unit.

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 8 in Commercial, information systems, Accounting, auditing, or related fields.

- Computer literacy – Intermediate MS Package Suite.

- 10 Years' experience in Quality Assurance or auditing of which 5 should be at the Management level.

- Working knowledge of the QA professional standards and protocols.

- Expertise in working with large data and analysis.

Preferred

- NQF Level 9 in Commercial or related fields

- Computer literacy – Advanced MS Package Suite

- Driver's License.

- 15 Years' experience in Quality Assurance of which 10 should be at management level.

- Sound knowledge of the QA professional standards and protocols.

Skills and Competencies:

- Strategic and visionary

- Project Management

- Interpersonal Skills

- Data Analysis

- Presentation Skills

- Goal orientation skills

- Influential and advocacy

- Systems and IT flair

- Stakeholder Management

REMUNERATION & BENEFITS

Remuneration Package:

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

PLEASE NOTE

Closing date: 27 October 2024

Interested applicants must apply via this link: <u>Senior Manager Quality Assurance</u>

The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with Shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful. Appointments will be made in line with the NSFAS Employment Equity goals and targets