



Safety and Security Sector Education and Training Authority (SASSETA) is a public entity, established in terms of Section 9(1) of the Skills Development Act of 1998, as amended.

The following contract positions expiring on 31 March 2025 exist in the organisation:

1. MONITORING, EVALUATION AND REPORTING MANAGER

ALL INCLUSIVE ANNUAL REMUNERATION PACKAGE (TCTC): R1 071 841.00

Reporting directly to the Executive Manager: Skills Planning, Research, Monitoring, Evaluation and Reporting, the incumbent shall be responsible for:

- preparing quarterly and mid-year performance reports (both financial and non-financial);
- monitoring implementation of Service Level Agreement (SLA) and achievement of Annual Performance Plan (APP) targets;
- developing and/or reviewing all policies and procedures of monitoring and reporting department on annual basis or as and when required;
- monitoring and reporting on implementation of SASSETA learning programmes through developing and overseeing monitoring systems to track success;
- managing staff of the monitoring and reporting department;
- analysing, validating and approving reports submitted by monitoring and reporting staff;
- liaising with the learning programmes manager to ensure that recommendations derived from monitoring reports are implemented;
- managing central information centre of SASSETA;
- setting standard operational procedures (SOPs) in terms of the best practices with regard to monitoring functions according to approved policies;
- rendering advice to executive management on all performance monitoring and reporting issues;
- developing new and/or reviewing existing tools used to gather necessary data for assessing programmes effectiveness in order to measure the progress of the achievement of expected outcomes, outputs and activities defined in the grants documents;
- designing, testing and providing technical guidance, training and support to monitoring and reporting team on implementation of data collection tools for data collection, analysis and use as a control mechanism to improve the quality of the collected information used for projects management improvement;

- managing evaluation and impact assessment studies;
- compiling and consolidating quarterly performance information reports for the organization;
- identifying appropriate monitoring and evaluation methodologies for objective-specific relevant activities;
- ensuring that the indicators and outputs developed for monitoring and evaluation plans are pertinent and measurable;
- ensuring that overall quality control measures on monitoring reports are developed; and
- performing any other duty(ies) that may be delegated by the Executive from time to time.

JOB REQUIREMENTS

- Minimum of NQF Level 7 qualification in the Monitoring and Evaluation or similar field;
- A minimum of 5 years' experience in monitoring and reporting of performance in the SETA environment;
- A minimum of 3 years' management experience, preferably in the public sector environment; and
- Computer literacy at an intermediate level.

COMPETENCIES, KNOWLEDGE, SKILLS AND ATTRIBUTES REQUIRED

- Knowledge of the Skills Development Act, Skills Development Levies Act, SAQA Act, Learnerships Regulations, etc.;
- Strong leadership, management and analytical skills;
- Effective leadership and management of multi-disciplinary teams;
- Excellent communication skills, both written and verbal, at management level;
- Strong interpersonal skills and ability to work as part of management team;
- Knowledge of legislation governing SA's transformation in education and training;
- Understanding of the Government-wide Monitoring and Evaluation Policy Framework;
- Ability to develop, implement and monitor policies, procedures and guidelines;
- Leadership and people management skills;
- Project management skills;
- Planning and organising skills;
- Problem solving and decision-making skills;
- Good presentation and facilitation skills; and
- Excellent facilitation and co-ordination skills

2. MARKETING AND COMMUNICATIONS MANAGER

ALL INCLUSIVE ANNUAL REMUNERATION PACKAGE (TCTC): R1 071 841.00

Reporting directly to the Executive Manager: Corporate Services, the incumbent shall be responsible for:

- developing and/or reviewing, implementing and monitoring the Marketing and Communications' Strategy;
- ensuring that Marketing and Communications' strategy supports the achievement of SASSETA outcomes by aligning it to the SASSETA Strategic Plan (SP) and Annual Performance Plan (APP);
- developing and implementing annual Marketing and Communications Operational Plans;
- co-ordinating and managing SASSETA events like Stakeholder Annual General Meeting (AGM) and Roadshows;

- co-ordinating the compilation of Annual Report and distribution of final approved copy to all stakeholders;
- ensuring that clients' and/or stakeholders' enquiries and concerns are addressed professionally;
- advising SASSETA Management and staff on all branding matters;
- presenting media opportunities and risks to Management with appropriate / relevant recommendations;
- developing, implementing and reviewing Marketing and Communication Policies and Business Processes and Standard Operating Procedures (SOP's) required for the proper functioning of the department;
- developing, monitoring and regularly updating of Marketing and Communications risk registers and implementation of risk mitigating strategies and plans including control measures to manage the risks;
- developing and managing the Marketing and Communications departmental budget to support achievement of the departmental strategy and annual performance plan;
- managing Marketing and Communications service providers to ensure that all Service Level Agreements (SLA's) are being complied with and regular reports are received;
- identifying and developing strategies to optimise key stakeholder relationships;
- managing the implementation of stakeholder relationship strategies and building sustainable and resilient relationships with stakeholders;
- attending to all internal and external audit matters falling within the scope of Marketing and Communications department;
- ensuring effective management of human resources (staff) in the department;
- building good SASSETA's credibility and reputation in the sector; and
- performing any other duty(ies) that may be delegated by the Executive Manager from time to time.

JOB REQUIREMENTS

- A minimum of NQF Level 7 qualification in Marketing / Communications / Public Relations is required;
- A minimum of 5 years' experience in the field is required;
- A minimum of 3 years management experience, preferably in the public sector; and
- Must be computer literate at an intermediate level.

COMPETENCIES, KNOWLEDGE, SKILLS AND ATTRIBUTES REQUIRED

- Knowledge of legislation governing SA's transformation in education and training;
- Ability to develop, implement and monitor strategies, policies, procedures, standards and guidelines;
- Keeping abreast of latest trends in Marketing and Communications within the skills Development sector;
- Leadership and people management skills;
- Communications skills (oral and written);
- Project Management skills;
- Financial Management skills;
- Planning and organising skills;
- Problem solving and decision-making skills;
- Ability to write comprehensive reports;
- Good presentation and facilitation skills;
- Teamwork skills; and
- Innovation skills

3. ICT HELP DESK SUPPORT

ALL INCLUSIVE ANNUAL REMUNERATION PACKAGE (TCTC): R276 692.00

Reporting directly to the ICT Manager, the incumbent shall be responsible for:

- serving as the first point of contact for SASSETA staff seeking ICT technical support / assistance;
- attending to, evaluating and prioritizing incoming telephone, e-mail, and in person requests for assistance from users experiencing technical problems and record/log the details;
- configuring, testing and troubleshooting network connectivity and wireless access for local and remote computers and any other related devices;
- responding to requests for new or configured hardware or software, and keep inventory up to date;
- installing and updating desktops, laptops, peripherals, networks, and related authorised software;
- accessing hardware or software for staff to make changes and resolve issues both in person and remotely;
- performing remote troubleshooting through diagnostic techniques and pertinent issues;
- troubleshooting hardware and software problems, logging problems and documenting fixes;
- diagnosing system errors and other issues;
- tracking and monitoring day-to-day performance of systems, and conduct analysis with the goal of improving performance;
- installing, updating and repairing software on SASSETA ICT systems;
- setting up and troubleshooting domains, user accounts and software accounts;
- determining the best solution based on the issue and details provided by SASSETA staff;
- training other staff members on troubleshooting and diagnosing problems;
- following up with staff to ensure full resolutions of their reported ICT problems;
- directing complex and/or unresolved issues to the next level of support personnel;
- providing accurate information on ICT products or services;
- making inputs during development of ICT training manuals for new and updated software and hardware;
- requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods;
- managing and ensuring safe keeping of SASSETA ICT assets;
- submitting ICT reports as and when required; and
- performing any other duty(ies) that may be delegated by the ICT Manager from time to time.

JOB REQUIREMENTS

- A minimum of NQF Level 5 ICT qualification and a MSCE qualification;
- Microsoft Exams (MCP number to be provided);
- A relevant certificate or equivalent in ICT (A+, N+ MCSE, MCITP, Exchange and SQL, ITL) is required;
- A minimum of 2 years relevant experience with demonstrable software, hardware and network support; and
- Must be computer literate at an expert level.

REQUIRED KNOWLEDGE, SKILLS AND ATTRIBUTES

- Knowledge of hardware/software/network installation and troubleshooting;
- Knowledge of configuring and troubleshooting servers, switches, printers, desktops and laptops;
- Must be able to prioritise ICT calls for technical support in terms of urgency;

- Effective communication to team leaders and end users;
- Client service driven individual;
- Able to work unsupervised;
- Work with attention to detail and according to company policy;
- Effective time management and planning;
- Comply with all ICT Policies, ICT Governance Framework, ICT Procedures, Standards and Guidelines
- Ability to make sure that SASSETA staff adhere to ICT governance framework, policies, procedures, standards and guidelines;
- Good technical and analytical skills;
- Report writing skills;
- Good interpersonal skills; and
- Problem solving skills

PLACE OF WORK

SASSETA Head Office, Waterfall Corporate Campus, 74 Waterfall Drive, MIDRAND, 2090.

Submit your application, together with **certified copies of all your qualifications (from Matric / Grade 12 to the highest held tertiary qualification) including ID Copy** using **one** of the following options:

- **Email:** recruitment@sasseta.org.za
- **Post to:** P.O. Box 7612, Halfway House, 1685
- **Hand Delivery:** Place of work appearing above

Closing Date for Applications: 2 August 2021

The successful candidates will be subjected to security clearance and will be expected to sign employment contracts and performance contracts.

Candidates from “*designated groups*” are encouraged to apply.

Only shortlisted candidates will be contacted. Should you not hear from us after four (4) weeks from the closing date, assume that your application was unsuccessful.

PLEASE NOTE: Applications from unsuccessful candidates will not be retained.

NB: SASSETA reserves the right not to make an appointment.