

Advertisement

Senior Specialist: Operations

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) seeks to employ a **Senior Specialist: Operation**, who will report directly to the Chief Operations Office and be based at the **Head Office: Centurion**.

Grading: (Role Band: D2)

Salary: R998 251 (Total Cost to Company per annum)

The role of this position is to:

Efficient To assist and support the COO with the successful implementation of the Operational, Strategic and Annual Performance plans as per DHET targets, NSDP and stakeholder needs and requirements for the Wholesale and Retail Sector.

Key Performance Areas will include but not limited to the following:

- Continuous oversight of the Annual Performance Plan (APP) on a national basis ensuring the COO is informed and up-to-date with operational performance, potential risks and challenges
- Develop and implement streamlined processes to drive cross functional, provincial, cluster team collaborations
- Evaluate, assess and analysis strategic proposals and prepare recommendations, motivations, business cases for consideration by COO for potential submissions to EXCO and/or the Board
- Prepare communications detailing reasons for non-consideration of a proposal ensuring stakeholder relationships are not compromised
- Overall administrative expense oversight of the Operational budget nationally ensuring cost effective utilization and control of the Operational budget
- Close working relationship with Senior Regional Managers on key strategic programmes and projects to ensure alignment to objectives, deliverables and timelines
- Review and assess all Operational policies and procedures before submission to COO for approval
- Assist with effective stakeholder relationship management across the provinces and regions to support delivery on the NSDP and to amiably resolve complaints ensuring all feedback loops are completed
- Close working relationship with Research and Innovations, Strategic Planning and Performance Reporting to ensure optimal integration of SETA functions in all Operations
- Statistical analysis of all formal, standard reporting and feedback provided by SPPE in order to ensure accurate, up-to-date reflection of performance status per region and province
- Identify, coordinate, manage and schedule strategic stakeholder management feedback sessions
- Liaise with the CEO's office to ensure alignment of offices and optimal integration and streamlining of efficiencies and effectiveness of operations
- Assist with preparing and consolidation of operational reports for COO Office submissions to the Board and other Committees
- Provide secretariat services to Internal Projects Evaluations Committee (IPEC) meetings

- Ensure adherence to W&RSETA policies, procedures, PFMA and relevant legislation
- Continuously track, monitor, measure and statistical analysis of the provincial and regional results and performance against set standards and targets ('the number') in order to timeously implement viable solutions to maintain or exceed targets
- Review and validate integrated reports for submission to governance structures before COO final approval
- Effective utilization of research, up-to-date knowledge and intelligence to continuously support service delivery, programme and project implementation and improve SETA performance
- Support a close working relationship between Operations, SPPE and Finance to enable optimal SETA performance
- Knowledge-sharing, documentation of information and supporting an Operational team that is informed and up-to-date with developments in the sector
- Assist the COO to build, maintain and grow relationships across the provinces ensuring stakeholder needs are understood, appropriate time allocation per territory and opportunities are optimally exploited
- Assist with implementing sound corporate Governance in all aspects of the SETA's operations ensuring the integrity of SETA operations
- Professional visible representation of the SETA, ensuring all behaviours and conduct are aligned with the company values
- Effective, professional communication and dialogue with all Stakeholders, and also between Management, Staff and external Stakeholders
- Effectively plan, coordinate, manage and execute ad hoc projects

Minimum Qualifications and Experience

- Nation Diploma/Bachelor Degree in Public Management/ Public Administration/ Business Management.
- 5-7 years' experience in a specialist position with exposure to various functions in the SETA environment
- Sound knowledge and understanding of the Wholesale and Retail sector, legislation and policies and procedures
- Proven track record in driving execution and optimizing performance
- Up-to-date knowledge and understanding of new developments and strategies in the sector
- Knowledge, understanding and appreciation of regulatory and legislative framework within the SETA landscape

Instructions to applicants

- All applications must be accompanied by certified copies of the ID and all educational qualifications and they should not be older than 6 months.
- Applications received after the closing date, will not be considered.
- The Wholesale and Retail SETA reserves the right not to make appointment(s) to the advertised post(s). The organisation will give preference to candidates in line with the Employment Equity goals.

NB: Please include the name of the position on the email subject line.

Only applicants who meet the minimum requirements of this position should apply, by forwarding their CVs for attention: Libokanyo Khumalo (Senior Manager: HR) at recruitment2@wrseta.org.za. The closing date for applications is: **17 November 2025**.