



**The Universal Service and Access Agency of South Africa (USAASA) is established in terms of the Electronic Communications Act 36 of 2005. USAASA is an equal employment employer, supportive of the objectives of the Employment Equity Act, and encourages suitably qualified individuals from all groups including special designated groups to apply for the following positions:**

Applications are invited from capable and skilled individuals to take up the below mentioned vacant positions at USAASA. For a comprehensive overview of each role, please refer to the full advertisement available on the USAASA website.

**Executive Manager: Strategy, Monitoring, Communications and Performance  
(Performance Management Division)  
Salary (R1 371 558 – R1 635 897) annum  
(3 – Year) Fixed Term Contract  
(Ref 2024/03)**

## **1. KEY PURPOSE**

The main purpose of the Executive Manager: Strategy, Monitoring, Communication and Performance is to craft the strategic plan from the inputs gained from the executive strategic session, develop the APP in line with the strategic plan. Further to ensure that performance policies are developed and implemented to support the Strategic plan and APP, ensure that the performance information is accurate, collected, collated, and reported on in alignment with the National Treasury reporting framework.

## **2. KEY PERFORMANCE AREAS**

- Engage with shareholders to gain guidance and insight on strategic direction and priorities by conducting meetings and workshops, interacting with the key shareholder unit at DTSP, and collecting and collating findings to present to USAASA USAF Executive Management by the agreed deadline.
- Complete the Strategic Planning Template by complying with the National Treasury guidelines on strategic planning and annual performance plans, completing, and advising USAASA and USAF Executive Management.
- Schedule and coordinate the development of the Business Strategy by coordinating the strategic planning session, developing the strategic planning framework, ensuring that the framework aligns with the shareholder priorities and government national priorities, and facilitating the session by the defined deadline.

## **Business Strategy Leadership**

- Compile the Strategy documents and Annual Performance Plan by complying with the National Treasury guidelines, capturing the outcomes from the Strategy Development Session, submitting for approval, and gaining approval by the deadline.
- Compile operational plans based on the approved Strategy and APP, cascading them down to all operational departments with quarterly targets by engaging with all USAASA and USAF departments, collecting plans, and collating them into measurable operational plans by the deadline.
- Develop performance recommendations to align Strategy, APP, and Operational Plans to individual performance agreements by allocating individual responsibilities for operational deliverables, drafting a performance responsibility report, and engaging the CEO to allocate executive accountability accordingly by agreed deadlines.

## **Performance Information Monitoring and Evaluation**

- Identify and implement performance indicators to measure organisational performance toward strategic objectives by evaluating Strategy, APP, and Operational Plans. Identify measurable indicators and implement them in line with National Treasury Guidelines by the agreed deadlines.
- Implement good practice monitoring and evaluation mechanisms by developing, updating, and implementing the Performance Information Policy that manages accurate and complete data collection on performance indicators.
- Develop an approved annual Performance Reporting Framework and Schedule by the board. Comply with National Treasury guidelines and align USAASA and USAF strategic and APP priorities. Identify reporting requirements and deadlines and communicate by the defined annual deadline.
- Collect data by following the Performance Information Policy collection procedures and processes by the agreed deadlines.
- Report on performance indicator findings as per National Treasury Guidelines, highlighting areas of excellence, non-performance, and risk on a quarterly basis. Distribute the quarterly report to the agreed recipients within SLA.
- Address areas of risk and non-performance with the relevant Executive Manager and CEO by meeting, presenting findings, prioritizing areas of risk, and motivating for an action plan to be developed within SLA.
- Develop the USAASA and USAF Annual Performance Report by consolidating all quarterly reports, checking alignment with the Strategy and APP, and reporting on findings in line with Treasury Guidelines and by the defined deadline.

## **Policy Compliance**

- Ensure the implementation of policies and procedures for all functions within the business by defining the list of required policies and procedures. Monitor the development, updating, and implementation in line with national policy changes, audit finding reports, required amendments, and the annual board review and approval deadline.
- Ensure that policies and procedures in the organization govern all strategic and operational priorities by reviewing the strategy and APP. Identify priorities and procedures and amended priorities, evaluate policy and procedure alignment with strategy and amended priorities, and monitor amendments to align appropriately by the agreed deadline.
- Ensure that all policies and procedures are approved by the board by collecting updated and amended policies and procedures. Collate and submit to the board, address and manage the resolution of questions and required amendments as defined by the board, and resubmit for approval by the agreed deadline.

## **Communications and Marketing**

- Develop an annual communications and marketing strategy and plan aligned with the APP and Strategy by reviewing communication and marketing needs, developing the plan, defining the budget, and presenting for approval by the agreed deadline.
- Develop and implement the Marketing and Communications policies and procedures by reviewing current policies and procedures, updating them with relevant and aligned changes, and submitting for approval by the agreed deadline.
- Ensure that the media is engaged in a manner that reflects the USAASA and USAF position and maintains the USAASA and USAF brand and reputation by defining the approved media strategy, agreeing on the media approach and structure, implementing media risk mitigation approaches, and receiving legal guidance to support media position as and when required.
- Manage the delivery of the marketing and communications strategy and plan by monitoring performance, addressing challenges, and implementing structures to resolve areas of concern on a monthly, quarterly, and annual basis.

## **Intergovernmental Relations (IGR)**

- Develop an annual IGR strategy and plan aligned with the APP and Strategy by reviewing the IGR needs, developing the plan, defining the budget, and presenting for approval by the agreed deadline.
- Develop and implement the IGR policies and procedures by reviewing current policies and procedures, updating them with relevant and aligned changes, and submitting for approval by the agreed deadline.

- Manage quality IGR relationship building by identifying critical relationships, developing stakeholder relationship management strategies and frameworks, managing engagement with key stakeholders, and addressing challenges that could negatively influence the successful delivery of the USAASA and USAF objectives by the agreed deadlines.
- Manage the delivery of the IGR strategy and plan by monitoring performance, addressing challenges, and implementing structures to resolve areas of concern on a monthly, quarterly, and annual basis.

### **Staff Management**

- Build capacity within the team by developing skills and competencies, addressing development needs, and providing coaching and mentoring support on an ongoing basis and in monthly individual performance discussions.
- Monitor, evaluate, and manage team performance by implementing the HR policy, applying performance processes, and, when required, instituting compliant disciplinary action within the approved SLA and on an ongoing basis.
- Recruit quality team members to support the team and organization in achieving its objectives and strategy. Define role requirements, identify critical competencies, test for these competencies, and appoint within the HR and EE policy guidelines as and when required.
- Build a cohesive, high-performing team through motivating, guiding, coaching, mentoring, and leading in a fair and consistent manner to deliver on organizational performance and strategic requirements.

### **3. MINIMUM REQUIREMENTS**

#### **Qualifications/Knowledge** (including most relevant field of study)

- A Bachelor's Degree and/or National Diploma in Commerce and/or Public Administration.
- 5 to 10 years of experience in Strategy and Organizational Performance Management.
- 5 years Public Sector and/or Private experience
- 5 years of Senior Management experience.
- Minimum of 3 years' experience interacting with a Board of Directors.

#### **Competencies**

- Strategy, Monitoring, Communications and organisational Performance Management

**Applications:**

- Applications, accompanied by a comprehensive curriculum vitae, and copies of qualifications and the identity document, should be forwarded for the attention of Ms S. Scheepers.
- Please send your application to [recruitment@usaasa.org.za](mailto:recruitment@usaasa.org.za)
- People living with disabilities are encouraged to apply for the vacant positions and are required to indicate their disability in the CV.
- Note: Correspondence will be limited to short-listed candidates only. If you have not been contacted within three (3) months of the closing date of the advertisement, kindly regard your application as unsuccessful.
- Shortlisted candidates will be required to undergo vetting and security clearance. They will also be required to undergo background checks.
- Competency and psychometric assessments are mandatory, and shortlisted candidates will need to undergo these assessments.

**Enquiries:** Ms Sharonne Scheepers (Recruitment & Selection) Tel. (011 564 1600)

**Closing Date:** 16 February 2024