



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: Research, Strategy and Performance Monitoring
(Performance Management Division)**

Salary: R1 436 022 xv R1 716 933 per annum

(3 – Year) Fixed Term Contract

(Ref 2024/10/02)

1. KEY PURPOSE

The main purpose of the Executive Manager: Research, Strategy and Performance Monitoring through conducting insightful research on universal access and service, 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 and perform performance monitoring in the areas USAASA has deployed services and provided performance information.

2. KEY PERFORMANCE AREAS

- Conduct independent research which informs decision on sustainable and meaningful digital universal access and service. Produce research report on key mandate of the agency and relevant issues on closing the digital divide and recommendations on universal access and service.
- Develop the strategy for USAASA and USAF through environmental scanning and identifying trends which could provide opportunities to close the digital divide gap. 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.

- Monitor and evaluate the performance of the agency and visit the provincial sites where connections have been done to ensure service delivery is according to the agreed plan.

Research

- Conduct objective, insightful research on the impact of USAASAs program to the citizens and relevant stakeholders.
- Conduct periodic environmental scanning and monitor changing industry trends and advise management on the best ways to close the digital access gaps and interventions.
- Investigate new and innovative ways to improve digital access and identify underserved areas and advise management for implementation.
- Conduct action research to address immediate USAASA needs

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.

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 and Experience

- An NQF level 7 bachelor's degree / Postgraduate National Diploma (BTECH) Business management, Commerce, Public Administration or relevant qualification.
- A postgraduate qualification in the preferred fields as recognised by SAQA.
- A master's degree or An MBA will be an added advantage
- 5 to 10 years of experience in Research or Strategy and Organizational Performance Management.

Competencies

- Research, 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
- 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 competency assessments.

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

Closing Date: 14 November 2024

