



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 position:

Human Resources Officer

**Salary (Level 10) R582 444.00xv R686 091.00 per annum
(Ref 2025/08/25)**

Key Purpose:

Responsible for supporting the full range of human resources functions. This role handles day-to-day HR operations and contributes to the development and implementation of HR strategies and policies. The officer will manage key areas including recruitment, performance management, employee relations, payroll administration, and ensuring compliance with all relevant legislation.

Key outputs:

HR Strategy and Policy

- Contribute to the development and implementation of the organization's HR strategy and annual plans.
- Assist in developing, reviewing, and implementing HR policies and procedures, ensuring they are up to date with best practices and legal requirements.
- Support organizational design by updating the organizational structure, defining roles, and managing the job evaluation process.

Human Resources Operations

- Collaborate with the Payroll Officer in managing the monthly payroll process and benefits administration to ensure they are completed accurately and on time.
- Coordinate the annual remuneration and benefits review process.

- Contribute to the development and implementation of employee wellness plans and initiatives.
- Conduct exit interviews to gather feedback, identify trends, and recommend improvements.
- Provide HR support and assistance to the business by receiving requests or identifying HR issues, evaluating and implementing HR support requirements as necessary within SLA and to standard

Talent Management

- Implement the talent management strategy to attract, retain, and develop high-quality employees.
- Contribute to the development and execution of recruitment plans to source and secure talent that aligns with the organization's values and transformation goals.
- Manage the end-to-end recruitment and selection cycle, ensuring compliance with all policies and legislation.
- Liaise with the Skills Development Officer in facilitating induction and orientation for all new employees to ensure smooth onboarding.

Labour Relations

- Provide internal support relating to disciplinary and grievance matters.
- Support the Snr Manager: HR in CCMA cases by providing case history and evidence.
- Coordinate quarterly Labour Forums.

Minimum Requirements & Experience

Qualifications/Knowledge

- National Diploma or Bachelor's Degree in Human Resources Management, Industrial Psychology, or a related field.
- 5 years of experience in an HR Generalist/Practitioner or HR Officer role.
- Experience in handling disciplinary processes and exposure to CCMA proceedings is advantageous.

Knowledge, Attributes and Skills

- Excellent interpersonal and communication skills (both written and verbal).
- Knowledge of South African labour legislation (LRA, BCEA, EEA, etc.).
- Problem-solving, and time-management abilities.
- Proficient in the MS Office Suite.

High level of integrity and the ability to handle confidential information with discretion.
Self-starter and motivated

Applications:

Application letters accompanied by a comprehensive curriculum vitae, certified copies of qualifications and identity document should be forwarded for the attention of Ms.

Sharonne Scheepers to hrofficer@usaasa.org.za

Closing Date: 12 September 2025

Note: Correspondence will be limited to the shortlisted candidates only. If you have not been contacted within 3 months of the closing date of the advertisement, kindly regard your application as unsuccessful. Shortlisted candidates must be prepared to consent and be subjected to necessary vetting.

Enquiries: Sharonne Scheepers (Recruitment & Selection), Tel. (011 564 1653)
