



**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:**

### **Executive Manager: Operations**

**Job Title:** Executive Manager: Operations

**Contract Term:** 3 Year Fixed Contract

**Salary:** R1 494 900– R 1 787 328

**Location:** Gauteng, South Africa

**Reports To:** Chief Executive Officer

***This is a rare opportunity for a visionary executive to lead a national agency at the forefront of South Africa's digital inclusion agenda, shaping access to ICT service for millions of citizens and driving meaningful socio- economic impact.***

The Universal Service and Access Agency of South Africa (USAASA or Agency) is a public entity listed under section 3A of the Public Finance Management Act 01 of 1999 (PFMA) and established in terms of the Electronic Communications Act 36 of 2005 (ECA). USAASA's mandate is to promote universal access to information and communication technology (ICT) services across South Africa, particularly in underserved and rural areas. The Agency is responsible for implementing initiatives that bridge the digital divide and ensure equitable access to ICT services for all citizens.

### **Key Purpose of the Role**

The Executive Manager: Operations will serve as the Agency's infrastructure and programme delivery executive, accountable for the end-to-end execution of USAF-funded connectivity programmes, the institutionalisation of a robust Programme Management Office (PMO) capability, the strengthening of contract lifecycle governance and milestone verification frameworks, the embedding of operational controls aligned to the Public Finance Management Act 1 of 1999, and the enforcement of performance accountability across all implementation partners. The role is central to achieving approved Annual Performance Plan targets, improving audit outcomes, and stabilising infrastructure implementation at national scale.

### **Key Strategic Responsibilities**

#### **Strategic Leadership**

- Contribute executive-level insights to the formulation of the multi-year USAASA and USAF Integrated Strategic Plans.
- Serve as the primary conduit for communicating the Annual Performance Plan (APP) and broader business objectives to internal teams and external social partners, ensuring organizational alignment.

## **Programme & Infrastructure Delivery Leadership**

- Lead execution of broadband, connectivity and digital infrastructure programmes.
- Ensure delivery against approved APP targets and MTEF allocations.
- Oversee project lifecycle governance from feasibility through close-out.
- Drive project recovery interventions where underperformance exists.

## **Contract & Performance Governance**

- Strengthen contract management across implementing agents and service providers.
- Institutionalise milestone certification and payment verification protocols.
- Reduce irregular, fruitless and wasteful expenditure risk.
- Align operational controls with Integrated Audit Action Plans.

## **Infrastructure & Technical Oversight**

- Provide executive oversight of broadband access and core infrastructure projects.
- Coordinate with sector stakeholders including sister State-Owned Entities, telcos and regulatory bodies where required.
- Support integration with geospatial planning and infrastructure coordination platforms.

## **Operational Planning & Financial Integration**

- Develop credible, costed implementation plans aligned to procurement and cashflow forecasts.
- Ensure planning realism and implementation sequencing.
- Improve capital project financial predictability and expenditure performance.

## **Digital Transformation of Operations**

- Lead operational integration of ERP and BPM systems.
- Establish real-time project dashboards for Executive and Board oversight.
- Embed data-driven decision-making across operations.

## **Governance, Risk & Compliance**

- Embed internal control systems across all operational functions.
- Maintain operational risk registers and mitigation frameworks.
- Ensure full compliance with the Public Finance Management Act 1 of 1999 and Treasury Regulations.

## Qualifications and Experience

- Bachelor's degree in Engineering, ICT, Telecommunications, Infrastructure Planning or related field.
- Postgraduate qualification would be advantageous.
- Minimum 8 years' management experience with 5 years senior management experience in a similar environment.
- 5 years technical project management experience.
- Knowledge of Public Finance Management Act.

## Critical Competencies

### Strategic

- Programme & Portfolio Leadership
- Infrastructure Governance
- Public Finance & Compliance Acumen
- Executive Risk Management

### Technical

- Broadband network architecture understanding
- Contract lifecycle management.
- Capital project oversight.
- Milestone certification frameworks

### Behavioural

- Delivery accountability
- Governance integrity
- Executive decisiveness
- Political and stakeholder acumen
- High resilience under scrutiny

## Applications Process

Interested candidates should submit a comprehensive CV, a cover letter outlining their suitability for the role, certified copies of qualifications and identity document. Applications should be sent to [cv@agileleaders.tech](mailto:cv@agileleaders.tech)

**Note:** USAASA is an equal opportunity employer and encourages applications from designated groups, including persons with disabilities. Correspondence will be limited to shortlisted candidates only. If you do not receive a response within three months of the closing date, please consider your application unsuccessful.

Closing Date: **14 March 2026**

For enquiries, please contact **Verna Baloyi (061 504 7598)**