

THE COMPANY

Our client was established in 2008 under the Vocational Education and Training Act, 2008 (Act 1 of 2008) with the primary purpose of regulating the provision of vocational education and training and to provide for the funding of a vocational education and training. It aims to contribute to the establishment of an effective and sustainable system of skills formation by providing skills in alignment with the needs of the labor market required to accelerate development in Namibia. In line with its vision to increase employment and self-employment opportunities, it ensures that vocational education and training programs and services meet the current and emerging needs of industry, business and the broader community by ensuring that sufficient funding is provided as well as the provision of technical assistance to employers, vocational education and training providers, employees, learners and other persons or bodies.

In order to fulfill its vision and objectives, our client is constantly on the look-out for individuals that are passionate about becoming an integral part of the national policy for vocational education and training which aims to increase access, equity and quality in vocational education and training. Therefore, if you are an individual who is able to work well under pressure coupled with excellent analytical and problem solving skills, this position will be ideal for you.

GENERAL MANAGER: OPERATIONS

THE POSITION

The primary objective of this position is to manage the day to day operations of the institution by ensuring the effective coordination of the institutions overall operations and ensuring that it is in line with the institutions strategic direction. The successful incumbent will therefore be required to develop a strategic framework. The incumbent will also monitor the institutional operational budget processes to ensure that its operations are within the specified budget parameters, develop training packages geared towards specific targeted markets. Furthermore, s/he will assume the quality assurance function and guarantee quality control mechanisms are in place and adhered to. Over and above providing capacity building support to the immediate operational staff, the GM: Operations will oversee the vocational training centers, provide field support to staff from time to time and conduct regular assessments and quality assurance.

Key Focus Areas

- Strategic Planning:** Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization. Implement tactical decisions to determine the day-to-day workings that lead to successful goals of a strategy.
- Operations management:** Provide operational support to the various business units key performance priorities and company-wide project implementation. Oversee, design, and redesign the institute's business operations and direct its physical and/or technical functions to ensure that business operations are efficient in optimally utilizing resources, and that desired standards are met.
- Capacity Development:** Establish conditions/culture that allow for individual participants to build and enhance existing knowledge and skills and that will allow individuals to engage in the "process of learning and adapting to change".
- Institutional Development:** Form sound policies, organizational structures and effective methods of management and systems control.
- Performance Management:** Analyze performance gaps within the institution and provide tailored interventions to address those gaps.
- Development of Training packages:** Develop relevant training packages, identify a target market for these and more so create/stimulate a need.
- Advisory Function:** Provide operational support and advise on business related opportunities and risks. Suggest areas for improvement in internal processes along with possible solutions and provide direction to internal teams/ task forces.
- Business Development:** Build strong relationships with the relevant business units and other relevant internal and external stakeholders in order to maintain the credibility of the institution. Identify opportunities for business improvement and initiate alternative ways of addressing work processes/design enhancement. Develop and maintain ongoing working relationships, networks and partnerships to help achieve business goals through others (e.g. peers, functional partners etc.).
- Policy Formulation and Implementation:** Develop and implement internal operational policies and ensure that compliance of all statutory requirements of the institution are met. Review/draft policies on an annual basis for Board approval.
- Operational reporting:** Document and maintain complete and accurate supporting information for all of the institution's operations.
- Systems development:** Decide on the most appropriate systems / solutions / methodologies to ensure operational effectiveness and that all business operational needs are met.
- Budgeting:** Assist with the drawing up of the departmental budget and control expenses to meet budget guidelines and negotiate pricing and contracts.
- Financial Management:** Identify appropriate cost saving measures, with due regard to the company's image, production targets and relevant requirements and decide on all routine financial action steps required to ensure the company's total compliance with financial regulations.
- Risk management:** Monitor business operational procedures to ensure that programme and organizational risks are minimized.
- Quality Control and Assurance:** Monitor the day-to-day delivery of the programmes and services of the organization to maintain or improve quality. Develop quality assurance standards and ensure that standards of excellence are maintained throughout the entire project implementation process.
- Staff Supervision:** Conduct regular briefings sessions with team members in order to guide them in achieving high administrative standards and competence in dealing with tasks by means of setting performance targets/ standards and monitor performance.
- Leadership:** Provide strong leadership and management skills which include capacity building of staff; communication skills, team building, able to manage, co-ordinate, organize, live and work closely within a large team and at times under volatile circumstances, diplomacy, negotiation skills as well as experience in representation and advocacy. Deal with sensitive issues requiring tact and firm handling.

THE PERSON

Minimum requirements

- A B. Degree in Operations/Business Management or equivalent from a recognized tertiary institution. An MBA would be a distinct advantage.
- A post graduate qualification will be an added advantage.
- 5 to 10 years direct work experience in a management capacity, including all aspects of operations management.
- Sound knowledge of business operational systems and procedures and commercially astute with very strong business acumen.
- Language skills: Should be fluent in English and able to communicate with internal and external stakeholders in an unambiguous manner (verbal and written).
- A critical thinker with very strong problem solving and decision making skills.
- Ability to communicate with ease by displaying the ability to read communication styles of team members and contractors who come from a variety of disciplines.
- Demonstrated understanding of internal controls, governance and accountability, performance management, investigations, risk assessment, strategic and operational planning;

HEAD: TRAINING FUND

THE POSITION

The primary objective of this position is to oversee the Management of the Training Fund of the institution by ensuring the accurate recording and processing of accounting information, in accordance with deadlines and in compliance with international accounting standards. That it represents an accurate and true reflection of all-final reporting on Training Fund accounts for audit purposes. Furthermore, to ensure that potential risks are minimized through widespread interaction with

various industries and stakeholders. Oversee training levies for absolute compliance with pre-defined rules and procedures. Establish and guarantee stringent compliance with procedures for processing disbursements and claims against the Fund. Institute processes and procedures for the administration of pre-approved applications and authorization of training expenses.

Key Focus Areas

- Accounting Function:** Prepares quarterly and annual accounts for the Fund in accordance with accounting schedules and deadlines and respond to and resolve any queries on the accounts or financial statements. Ensure compliance with international accounting standards.
- Management of Levy Accounts:** Ensures the accuracy of levy accounts and compliance with levy rules and regulations.
- Liaison:** Effectively liaise with range of primary stakeholders from across various industries.
- Systems development:** Ensure mechanisms are in place to closely monitor systems and procedures for generating reports relating to collection and disbursement of funds, accuracy of accounts and the use of control accounts to reconcile movement of funds.
- Budgeting Function:** Manages budget and approves expenditure within budgeted framework.
- Operations Management/ Control:** Establish operational procedures for the accurate and timely maintenance of fund accounts to optimize efficiencies, security, integrity and availability of accounting information on a day to day basis.
- Risk management:** Monitor risk management policies and procedures to ensure that the fund is exposed to minimal risk.
- Leadership:** Provide leadership support to individual team members to ensure that the diverse needs of the unit are met by means of motivating employees to perform optimally, by creating the ideal climate that promotes productivity, creativity and standards of excellence.
- GAAP:** Ensure existing systems adhere to generally accepted accounting standards and provide sound internal control on specific accounting functions within the company as a whole.
- Monitoring and Evaluation:** Monitor and evaluate training activities at various Vocational training institutions and in company locations and ensure that they are operating in accordance with the Vocational Training Framework and provide support when and where necessary.
- Innovation:** Develop new and unique ways to improve operations of the organization.
- Staff Supervision:** Supervise and evaluate individual and institutional performance including regular reports and feedback on performance. Supervise implementation of specific tasks and project deliverables.
- Develop and implement criteria for the evaluation of submissions for access to NTF funds.
- Provide assistance in the development of policy, strategies and corporate plans for the NTF division.

THE PERSON

Minimum requirements

- A B Degree in accounting and finance with Vocational Education Training and budgetary experience.
- At least three years' experience as a senior fund administrator or accounting and financial management experience, of which two years' experience at a supervisory level in the day-to-day organizing and controlling of accounting activities in a computerized accounting environment preferably in fund administration or a financial institution. If not fully qualified then five years' experience at a supervisory level is essential.
- In depth knowledge of Vocational Training institutions in the Namibian context and extensive industry knowledge is a pre-requisite.
- Understanding of Levi system's and the application thereof.
- Language skills: Should be fluent in English and able to communicate with internal and external stakeholders in an unambiguous manner (verbal and written)
- Computer Literate (MS Excel, MS word, MS PowerPoint)
- Namibian Citizenship.

Competency requirements:

- Conceptual ability – Display an overriding service-delivery attitude to maintain the credibility of the institution with a focus on quality of work. It is important that the individual can balance a 'hands-on' approach to developing creative interventions as well as being able to see the "bigger picture", prioritizes tasks, utilise time in the best possible way and work within appropriate policy and procedures.
- Leadership: Display a confident leadership style for people to volunteer for tasks and establish and communicate their vision for the project; exhibit a "can do" response to problems; demonstrate a positive attitude, stay calm under pressure, command the respect of the entire team and accept responsibility for failures.
- Problem-solving/Creativity - Introduce innovative ways to improve practices and to anticipate and alleviate potential problems. Put measures in place to prevent problems recurring and ensure speedy progress and problem resolution.
- Decision-making - Demonstrate ability to take decisions both independently and collaboratively.
- Self-assured – Must display confidence in him/ herself to be able to corporate across departmental lines and resolve differences in the interest of efficient workflow.
- Excellence oriented – Committed to standards of excellence and continuous improvement.
- Ability to handle pressure - Can ably multi-task and maintain a cool deportment under pressure.
- Strategic Orientation – Assess and link operational goals in the context of long-term business strategies or a long-term perspective; considers whether short-term goals will meet long-term objectives.
- Business Acumen – develop work plans that prioritize work components in alignment with business goals.
- Integrity - Moral, honest business decisions and behavior which is in line with the culture of organization. Maintain social, ethical and organizational norms, firmly adhering to codes of conduct.
- Planning and Organizing - Develop, communicate and manage activities to an agreed plan of action with deliverables. Establish courses of action for self and others to ensure that work is completed efficiently.
- Quality Orientation - Meet/exceed own and others delivery standards and levels of quality. Showing concern for all aspects of the job, accurately checking the standard of processes/tasks.
- Results oriented - Delivering results effectively by efficiently managing time and resources to ensure that objectives are achieved efficiently and timely.
- Time Management - The competency to organize / plan / manage time and to adequately allocate to and divide time between various tasks / aspects of the work.
- Foster Teamwork - Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- Adaptability - Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

Our client offers an attractive package commensurate with qualifications and experience. The closing date is **23 September 2011** and suitably qualified Namibians are encouraged to apply. We request that you e-mail your CV for the attention of the **Project Coordinator, Mr. Shiwana Ndeunyema** to shiwana@potentia.com.na. **All applications will be handled exclusively by Potentia and all selected candidates will be required to undertake an assessment test. Note: Only electronically formatted CV's will be accepted.**



P O T E N T I A

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