

## 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.

# TECHNICAL LEADER: VTC TRANSFORMATION

## THE POSITION

The primary objective of this position is to provide technical support to training institutions/ centers with the aim of paving a way of meaningful transformation that will allow these centers and institutions to become self-reliant training providers. The successful incumbent will therefore provide a platform to allow for the development of structures of vocational training centers by creating and executing development plans and revising as appropriate to meet changing needs and requirements. Additionally, the incumbent will monitor all activities conducted at the training institutions and evaluate performance and provide opportunities for improvement. Ensure maintenance and proper utilization of facilities as well as establish and maintain effective working relationships with other administrators, employees, parents and members of the community. Effectively ensure the development and implementation of restructuring programs, consensus and team building models, interdisciplinary teams and shared decision-making. Conduct effective performance evaluations and mentors developers and senior developers through formal and informal channels.

### Key Focus Areas

- **Technical support:** Provides technical direction for the development, design, and systems integration for stakeholder engagement from definition phase through implementation
- **Structural Development:** Applies significant knowledge of industry trends and developments to improve services and identify system deficiencies and implements effective solutions thereof.
- **Quality control:** Consistently ensure high-quality service delivery by all training institutions through devising quality assurance standards.
- **Business Development:** Build strong relationships with the relevant business units and other relevant internal and external stakeholders in order to create opportunities for business improvement and initiate alternative ways of addressing enhancing work processes/design.
- **Short and long term Planning:** Establish 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 accomplishment of the defined goals of a strategy.
- **Advisory function:** Suggests areas for improvement in internal processes along with possible solutions.
- **Organizational Development:** Build a knowledge base of each business unit's commerce, systems and objectives.
- **Stakeholder interaction:** Manage stakeholder interaction and expectations regarding development efforts and communicate effectively with relevant stakeholders to identify needs and evaluate alternative technical solutions.
- **Risk Management:** Managing technical risks and sensitizing training institutions on anticipated risks.
- **Project Management:** Managing complex national projects in the vocational training industry (managing complex business changes from initial concepts through to the realization of benefits)
- **Budgeting Function:** Oversees budget and approves expenditure within budgeted framework.
- **Leadership:** Identify opportunities for improvement and make constructive suggestions for change, by creating the ideal climate that promotes productivity, creativity and standards of excellence.
- **GAAP:** Ensure existing systems adhere to generally accepted financial standards and provide sound internal control on specific finance operational functions within the company as a whole.
- **Monitoring and Evaluation:** Monitor and evaluate training activities at various vocational training institutions and ensure that they are operating in accordance with the vocational training framework and provide support when and where necessary.
- **Innovation:** Manage the process of innovative change effectively and remain at the forefront of emerging industry practices.
- **Staff Supervision:** Supervise and evaluate individual and institutional performance including regular reports and feedback on performance. Supervise implementation of specific tasks and project deliverables.

## THE PERSON

### Minimum requirements

- A technical or business qualification with exposure in vocational educational systems environment. An MBA qualification will be a distinct advantage.
- At least three years' experience as a technical advisor of which two years' should be at a supervisory level in the technical environment. If not fully qualified then five years' experience at a supervisory level is essential.
- Proven project management experience with significant client contact across all levels at senior management level within a technical environment (preferably within an outsourcing environment).
- In depth knowledge of vocational educational systems architectures.
- 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.

# PUBLIC RELATIONS AND STAKEHOLDER ENGAGEMENT MANAGER

## THE POSITION

The primary purpose of this position serves to coordinate the delivery of strategic planning and implementation of the internal and external communications, public relations, stakeholder engagement and corporate social responsibility portfolio's of the institution. Therefore, the successful incumbent will develop and implement the organization's strategic marketing and communication strategy and policy. Furthermore, act as the official channel of communication between the institution and the respective stakeholders as well as the general public. Assume overall marketing function of the institution by implementing internal and external marketing and communication campaigns. The incumbent will act as an advisory function for management on corporate communication related issues and ensure that the best industry practices are adhered to. Develop, implement and improve the institution's stakeholder engagement strategy and policy.

### Key Areas Focus

- **Strategic Communication:** Interpret, develop and implement the organization's strategic communication strategy and develop key communication messages and tools for delivery of the strategic communication plan.
- **External Communication:** Conceptualize, write, prepare and placement of media releases and organizational advertisements. Manage web site content information including regular updates of the institutions website.

- **Internal Communication:** Develop and maintain internal communication programmes and direct the production of special communication projects. Serve as internal liaison to the meetings department and other staff resources.
- **Staff Development/ Training:** Actively explore and identify new and interesting avenues for communicating effectively and imaginatively with audiences.
- **Corporate Policy:** Develop and manage the organisation's corporate identity policy and guidelines
- **Corporate image:** Manage the institution's corporate image, reputation, identity policy and serve as a primary contact and manager for public relations and media. Develop and implement the organization's medium and long term image and reputation strategy.
- **Public Relations:** Co-ordinate the relationship with national and regional media as well as and develop advancement papers for senior management.
- **Relationship Management:** Manages and influences relationships with media practitioners and opinion leadersto the benefit of the institution's image and reputation. Developing and maintaining strong, professional relationships with press and media colleagues
- **Stakeholder engagement:** Develop, implement and improve the organization's stakeholder engagement strategy and policy. Assist all units within the organization to formalize their stakeholder engagement processes.
- **Systems Development:** Drive forward, manage and develop communications systems and processes in order to assure rapid, consistent response, predominantly the effective operation, utilization and development of business key press and publicity IT systems. Optimizing and reviewing communication systems and processes to enhance the accuracy and timely flow of communication across the institution.
- **Corporate Social Responsibility:** Develop, implement and maintain the organization's social responsibility strategy, policy and guiding principles.
- **Risk Management:** Proactively monitor activities and situations so as to detect issues before they emerge, particularly those issues which could impact negatively the institutions reputation and devise appropriate plans and strategies to address these effectively.
- **Advisory Function:** Advice management on corporate communication related issues and ensure that the best industry practices are adhered to.

## THE PERSON

### Minimum requirements

- B Degree or National Diploma in Marketing, Communications Management, Media Journalism, Public Relations or related field from a recognized institution.
- A minimum of five (5) year's experience in a similar environment of which at least three (3) years at managerial level.
- Experience of proactive and reactive media relations and crisis management.
- Positive attitude and flexibility to work in a multicultural environment.
- 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).
- The ability to work as part of a team dedicated to service delivery.
- Strong team management, mentoring and motivational skills.
- Namibian Citizenship.

### Competency requirements:

- **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.
- **Working in Teams:** Understands team dynamics and uses a flexible interpersonal style to contribute to the effective functioning of teams and to the completion of team goals.
- **Problem Solving Style:** Identifies, clarifies/defines and works through challenges towards a defined outcome.
- **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.
- **Delivering Results:** Effectively manages one's time and resources to ensure that objectives are achieved efficiently and on time.
- **Analytical thinking -** Able to simplify complex problems, processes or projects into component parts explore and evaluate them systematically.
- **Conceptual understanding:** Can ably prioritize essentials directly impacting business performance targets. An overriding service-delivery mentality is important to maintain business credibility in the country together with a focus on quality of work. It is important that the individual can balance a 'hands-on' approach to developing creative business initiatives and strategies.
- **Building Partnerships:** Clarify and actively develop mutual understanding of interdependencies between individuals/teams/divisions/stakeholders to help achieve business objectives.
- **Strategic Thinking:** Assesses and links short-term tasks in the context of long-term business strategies or a long-term perspective; considers whether short-term goals will meet long-term objectives.
- **Leadership -** Positively influence others to achieve results that are in the best interest of the organization.
- **Ability to handle pressure -** Can ably multi-task and maintain a cool deportment under pressure.
- **Creativity -** Introduce innovative ways to improve practices and to anticipate and alleviate potential problems.
- **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.
- **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.
- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

## INTERESTED?

Our client offers an attractive package commensurate with qualifications and experience. The closing date is **23rd 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 Ms. Theophilia Shikongo** to [theo@potentia.com.na](mailto:theo@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.**



# POTENTIA

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