

## CAREER OPPORTUNITY

The Council for Scientific and Industrial Research (CSIR) is a leading scientific and technology research organisation that researches, develops, localises and diffuses technologies to accelerate socio-economic prosperity in South Africa. The organisation's work contributes to industrial development and supports a capable state.

### **Manager: Planning and Service Monitoring and Evaluation**

#### **About the job:**

The CSIR has a vacancy for **Manager: Planning and Service Monitoring and Evaluation** in the Legal, Compliance and Business Enablement portfolio. The incumbent will lead and manage the planning, co-ordinating and controlling of all Facilities Management and Security Services activities/projects, which include service monitoring and evaluation. The position reports to Group Manager: Facilities Management and Security Services and is based in **Pretoria**.

#### **Key responsibilities:**

##### **Leadership**

- Develop and implement the FM&SS Strategic and Operational plans
- Develop, implement and drive the FM&SS Planning and Service Monitoring and Evaluation of strategy and plan
- Generate and provide necessary Reports on FM&SS
- Manage and develop staff

##### **Planning, Monitoring and Evaluation**

- Plan, co-ordinate and manage all Facilities Management and Security Services activities and projects;
- Ensure processes and procedures are in place for all major activities;
- Oversee all Facilities Management and Security Services service standards;
- Evaluate Facilities Management and Security Services service delivery against service level targets;
- Monitor staff utilisation ratios and make necessary improvements;
- Monitor progress of capital projects against plan;
- Monitor and report on all Facilities Management and Security Services Key Performance Indicators;
- Track, monitor and report on CSIR infrastructure backlog maintenance and make recommendations for addressing backlog;
- Provide input into FM&SS departments' budgets;
- Oversee the development of weekly and monthly plans in place for technical staff;
- Oversee the maintenance of assets and a productive workforce by anticipating and eliminating potential delays through planning and coordination of workforce, parts and equipment access;

- Regularly assess quality of planning, recording and archiving in line with ISO quality standards;
- Initiate and implement organisational improvement plans for maintenance & technical services.
- Manage requests and approvals for funds for maintenance and refurbishment tasks within approved budget.
- Responsible for maintenance planning and scheduling to ensure appropriate resource allocation.

### **Stakeholder Relationship Management**

- Engage with internal and external stakeholder on matter related to stores Engineering and Security Services; and
- Build effective working relationships with managers, peers, team members, customers and suppliers.

### **SHEQ Management/Alignment**

- Ensure compliance with SHEQ regulatory requirements and standards in area of responsibility;
- Implement corrective action where deviations occur; and
- Identify risks, implement, and drive mitigation plans for the organisation.

### **Management responsibilities**

- Manage central FM&SS Stores and associated services;
- Manage, mentor, coach and play an advisory role for staff growth and development;
- Conduct performance management of the team;
- Dispute resolution; and
- Ensure optimal resource deployment.

### **Financial management**

- Develop and manage FM&SS Planning and Service Monitoring and Evaluation Department budget and ensure compliance with financial legislative requirements.

### **Qualifications, skills and experience:**

- A Bachelor's degree or equivalent in commercial, business administration, project management or engineering or any relevant qualification;
- At least five years' management experience in facilities planning and service monitoring and evaluation, including a sound track record in the following:
  - People management;
  - Project management;
  - Financial management;
  - Operational plan and implementation;
  - Resource planning;
  - Customer service orientation; and
  - Understanding industry standards and regulations.
- Experience in development and implementation of service level agreements and service catalogues;
- Knowledge of planning systems and experience on the following:

- Project management;
- Quality management;
- Contract management;
- Service delivery;
- Occupational, Health, Safety Act;

Should you meet the above requirements, please email your CV and supporting documents to [Recruitment02@csir.co.za](mailto:Recruitment02@csir.co.za) with your name and surname, position title and reference number in the subject line, **(eg. John Smith: Job title: Reference No: 310763)**

**Closing date: 30 September 2020**

**PLEASE NOTE THAT FEEDBACK WILL BE GIVEN TO SHORTLISTED CANDIDATES ONLY.**

For more info, please contact the CSIR Recruitment Centre on **012 841 4774** or email us at [Recruitment02@csir.co.za](mailto:Recruitment02@csir.co.za)

*The CSIR is an equal opportunity employer. As such, it is committed to the Employment Equity Act of 1998. By applying for this position at the CSIR, the applicant understands, consents and agrees that the CSIR may solicit a credit and criminal report from a registered credit bureau and/or SAPS (in relation to positions that require trust and honesty and/or entail the handling of cash or finances) and may also verify the applicant's educational qualifications and employment history. **The CSIR reserves the right to remove the advertisement at any time before the stated closing date and it further reserves the right not to appoint if a suitable candidate is not identified.***