



INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: SECTOR SKILLS PLANNING 05 July 2023		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
SSP: 18/2023	RESEARCHER: SECTOR SKILLS PLANNING  ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R606 900.00 – R855 500.00	1

MICT SETA seeks to employ a suitably qualified and competent **Researcher** to conduct research by analysing data collected through qualitative and quantitative methods to inform MICT SETA's Sector Skills Plan (SSP).

The successful incumbent will be based at Head Office, in Midrand and will report to the **Manager SSP**.

#### MINIMUM REQUIREMENTS:

- Degree in Social Sciences, Public Administration and Education and Training
- Post Graduate Degree NQF 8 and above an added advantage
- At least 5 years relevant experience in a research related environment, advantage will be given to an individual with a SETA research experience
- Exposure to specific research methodology including communications, creative and copy development, execution and effectiveness, brand positioning/strategy, segmentation, as well as quantitative research using surveys and other methods/tools both in-person and online
- Excellent verbal and written communication skills
- May be required to work overtime.
- A valid driver's license and willingness to travel is essential.

#### ROLES AND RESPONSIBILITIES

##### Organisational Strategic Planning

- Develop and implement a clearly defined research agenda aligned to the MICT SETA strategy.
- Provide input into the budget and operational plans for the Research business unit in consultation with the Manager: SSP.
- Assist in the planning, designing, implementation and communication of the overall Research Framework for the MICT SETA in consultation with all business unit management and executives.
- Design and analyse market research, communicating with clients, developing strategic recommendations as input into the MICT SETA strategic planning process.
- Oversee the coordination of research planning meetings, prepare agendas and relevant supporting documents, and ensure the provision of provide minute-taking services as required.

## Research

- Coordinate research and data collection initiatives in support of organisation strategic/other planning processes.
- Produce advisory content to issues pertaining to the MICT sector.
- Facilitate stakeholder engagements to source, exchange and disseminate knowledge and information on issues pertaining to the MICT sector.
- Identify and propose research topics as per the needs of the industry.
- Responsible for monitoring changes within the sector and market, analysing, competitors, customers, and business operations to provide strategic input. Assess current and future policy requirements to support strategic aims in conjunction with the organisation's senior management; and Research best practice to enable best design of the strategy.
- To oversee research to inform the Sector Skills Plan (SSP).
- Assist and support the development of the strategic documents (SP and APP).
- Assist in the development, implementation and maintenance of standard management and reporting templates and tools to drive efficiency and continuous improvement in the business unit.
- Oversee the capturing of relevant information and assist in maintaining an accurate database within the organisation and ensure data integrity and quality.
- Assist in the regular benchmarking of process quality and advise on the non-compliance to quality standards.
- Formulate contractual services agreements with services providers.
- Provide project management and administration of all research undertakings.
- Identify areas of improvement to increase speed, quality and gain efficiencies.
- Prepare internal reports with relevant and required data for special project meetings.
- Conduct sectional technical and analytical research of the MICT sector skills environment.
- Develop appropriate research design procedures based on the research needs of MICT SETA sector.
- Conceptualise end-to-end research plans and proposals, and terms of reference for MICT SETA projects.
- Design appropriate analytical frameworks and tools for data collection methods.
- Implement approved research projects including conducting tracer studies for MICT SETA funded learners.
- Conduct sectoral analysis and model labour market skills using Labour Market Information and produce List of Occupations in High Demand within the sector.
- Develop and apply models and methodologies for skills forecasting to identify skills needs within the sector.
- Manage project budgets.
- Apply various statistical techniques as required by the research study to arrive at logical inferences that will inform key business decisions.
- Interpret research findings and make informed inferences to guide key decision-making in the MICT SETA and sector agenda.
- Implement quality control measures to verify research data and reporting.

## Client and Stakeholder Relations

- Facilitate the establishment of partnership with national training institutions and universities that can support skills development within MICT SETA sub-sector.
- Conduct workshops for SDFs on OFO codes, SDF registration, submission, Mandatory Grants process and requirements.
- Support knowledge sharing from national partners.
- Create opportunities for collaboration and centres of excellence.
- Enhance engagements with MICT SETA service providers.
- To conduct sector-related research and further disseminate reports to stakeholders.
- Attend SSP Forum meetings and any other meeting relevant to the role.

- Make presentations as and when required.

### **Risk and Compliance**

- Compile quality research reports for submission to relevant stakeholders to inform key decision making.
- Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks.
- Support and provide evidence to all internal and external audit requirements.
- Maintain quality risk management standards in line with relevant requirements.
- Maintain and enforce all related Service Level Agreements to minimise business risk and ensure business continuity.
- Review related Standard Operating Procedures in consultation with the Manager to ensure business optimisation.
- Adhere to all relevant laws, policies and Standard Operating Procedures throughout the organisation.

### **Supervisory Function**

- Build and lead an effective and cohesive team through the effective management of divisional resources.
- Drive the implementation of talent acquisition, succession planning, development, and retention strategies for the division.
- Ensure the enhancement of relevant knowledge and skills through continuous coaching, mentoring and nurturing of talent in the business unit.
- Create a high-performance culture and manage team performance effectively by translating and communicating the annual performance goals and measures into individual work plans based on agreed upon objectives.
- Ensure the working environment contributes to improving employee engagement, recognition and increased productivity.
- Ensure the management of poor performance and disciplinary matters in line with the MICT's policies and procedures.

### **SYSTEM SKILLS:**

- Microsoft Office Suite – Intermediate

### **VALUES:**

- Customer Centricity
- Ethical
- Innovative
- Committed
- Meritocracy
- Collaboration
- Responsiveness

### **BEHAVIOURAL:**

- Critical Thinking
- Problem analysis and problem-solving
- Ethical
- Team leadership
- Attention to detail and accuracy
- Adaptability
- Interpersonal Relations

- Ability to work independently
- Networking

#### FUNCTIONAL:

- Strategic Planning
- Research and Analytical
- Report writing
- Monitoring and evaluation
- Project management
- Excellent communication (verbal and written)
- Financial Management
- Presentation Skills
- Knowledge Management
- People Management
- Risk Management
- Change Management
- Planning and Organising

#### **Application:**

CVs and qualifications of suitably qualified persons must be forwarded to the Human Resources Division for the attention of: Mr. Bassanio Gilbert ([Recruitment@mict.org.za](mailto:Recruitment@mict.org.za)) by no later than **14 July 2023**. Queries may be directed to 011-207-2600.

Should candidates not hear from us 30 days after the closing date of applications, they should consider their application unsuccessful. Please note this is an open position.



**White, Indian, Coloured and people with disabilities are highly encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.**

**POPIA DISCLAIMER-** By applying for MICT SETA's vacancy, you hereby expressly give MICT SETA consent to process your personal information in accordance with the relevant provisions of the Protection of Personal Information Act 4 of 2013 ("POPIA").

Further, the MICT SETA shall retain personal information as per the regulations set out by the National Archives and Records Service of South African Act (NARSSA), Act. 43 of 1996, as amended.

Please refer to the MICT SETA POPIA Disclaimer for further information (<https://www.mict.org.za/popia-disclaimer/>)