

INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: HUMAN RESOURCES 08 August 2025		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
HR: 24/2025	TALENT AND SUCCESSION OFFICER ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R699 392.00 – R985 878.00	1

MICTSETA seeks to employ a suitably qualified and competent **Talent and Succession Officer**. To drive key talent initiatives, with a strong focus on employee retention, development, performance, succession planning, employee value proposition, employee engagement, change management, Organisational design and Performance Management. The position delivers and monitors initiatives that are driving a positive organisational culture and supporting MICT SETA's strategic goals.

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

MINIMUM REQUIREMENTS:

Educational Qualifications:

- Bachelor's degree (NQF Level 7) in Industrial Psychology or Human Resources Management/Development.

Experience:

- Minimum of 3–5 years' practical experience in Talent Retention, Training, and People Development.
- Hands-on involvement in implementing Workplace Skills Plans (WSP) and Annual Training Reports (ATR).
- Solid experience in the application of performance management processes, including system support and employee guidance.
- Working knowledge of Organisational Design practices.
- Exposure to drafting and applying internal talent development plans and succession planning processes.
- Demonstrated ability to support the implementation of HR initiatives related to organisational culture and employee engagement.

- Understanding of Employee Value Proposition (EVP) principles and how to apply them in retention, onboarding, and development.
- Practical exposure to HR planning, reporting, and audits.

Professional Registration:

- Qualified Skills Development Facilitator (SDF).
- Registration with IPM or SABPP is an added advantage.

Core Competencies and Attributes:

- Good understanding of talent management practices and employee development frameworks.
- Effective at executing assigned HR responsibilities with attention to detail and deadlines.
- Strong interpersonal and communication skills to engage with internal stakeholders across various levels.
- High level of confidentiality, integrity, and professional conduct.
- Willingness to work flexible hours
- Office-based, with occasional travel to regional offices as required.
- Valid Code EB (08) driver's license, with no endorsements.

ROLES AND RESPONSIBILITIES

HR Service and Support

- Support the development and implementation of HR strategy in the business by ensuring that the HR delivery is fully aligned to business goals.
- Participate in developing and implementing the HR strategy, HR policies, Operational Plan, Annual Performance Plan and HR Risk Register
- To implement and deliver key HR initiatives as the key interface between professional HR and the Divisions.
- Represent Human Resources at Divisions provide advice to the Line Manager and employees on the MICT SETA HR policies, procedures and practices.
- Provide Line Managers and employees with professional HR service and support, whilst maintaining accountability for the effective delivery of HR services across the Divisions/Departments.
- Contribute actively to building the reputation of the HR Department in the MICT SETA ensuring that it meets the quality standards for service delivery to internal and external clients.
- Act on behalf of the HR Manager when required, including representing the department at management and committee meetings (MANCO)
- Supporting projects related to the organisation's Employee Value Proposition (EVP) to improve employee experience and retention.
- Collaborating closely with HR generalists and administrators to ensure alignment and successful execution of HR programmes.
- Provide a comprehensive employee life cycle and staff centred, pro-active and integrated HR service.
- Attend divisional' meetings as agreed and provide solutions to their related concerns.
- Builds a strong business relationship with the internal client and employees.
- Conduct salary benchmarking in line with recruitment and selection policy
- Maintain high standard of HR output through Service Level Agreements.

- Oversee the implementation and delivery of key HR projects as the key interface between HR and the Divisions. e.g. performance management policy and systems, OD Initiatives.
- Ensure HR's readiness for periodic B-BBEE audits, including maintaining accurate records across employment equity, skills development, recruitment, and training compliance.
- Builds business relationship with relevant internal and external stakeholders that are relevant, aligned with and enhancing the achievement of the MICT SETA and HR objectives.

Organisational Design

- Assist in designing and implementing organisational development (OD) strategies and initiatives aligned with MICT SETA's strategic goals and objectives.
- Conduct assessments of the organisation's current state, including culture, structure, systems, and processes, to identify areas for improvement.
- Support managers in developing and implementing effective change management plans that drive transformation and strengthen employee engagement.
- Contribute to initiatives that promote a culture of engagement, collaboration, and high performance across the organisation.
- Work collaboratively with departments to coordinate process improvement initiatives aimed at enhancing efficiency and streamlining workflows.
- Assist in the development and maintenance of a competency framework that supports performance management, skills development, and succession planning.
- Provide support in job profiling and job evaluation to ensure clarity of roles and internal equity.
- Serve as the custodian of all MICT SETA organograms, ensuring they are accurate, updated, and aligned to the approved structure.
- Support the application of change management practices across all OD projects to ensure smooth transitions and stakeholder alignment.
- Stay current with organisational development trends and best practices, and contribute to the continuous improvement of organisational systems, processes, and culture.

Training and Development

- Serve as the Skills Development Facilitator (SDF) for MICT SETA and ensure compliance with legislative requirements.
- Collaborate with HR teams and line managers to design and implement training programmes that build both leadership and technical capabilities.
- Design and facilitate development programmes aimed at preparing high-potential employees for future leadership roles.
- Provide relevant data and insights for inclusion in the WSP/ATR, ensuring alignment between training interventions, talent development, succession planning, and retention priorities.
- Prepare and present monthly training reports, including trend analysis and forecasts.
- Ensure the annual training plan is executed within approved timelines and budget constraints.
- Source, evaluate, and recommend high-quality training providers to deliver programmes aligned with organisational needs.
- Liaise continuously with managers across all departments to understand operational training needs and identify development opportunities.
- Conduct annual skills gap analyses and make informed recommendations to ensure employees are equipped with critical competencies.
- Plan and submit the annual training budget and monitor training expenditure to ensure alignment with approved allocations.

- Research and collaborate with departmental managers to ensure training interventions are relevant and impactful.
- Design and implement online learning content
- Ensure the effective operation of the Skills Development Committee

Talent Management

- Assessing current employees to identify individuals with the skills, potential, and leadership qualities needed for future senior roles.
- Identify and develop effective talent management tools to ensure a strong bench strength.
- Creating a pool of qualified candidates for key positions by designing and implementing targeted development plans.
- Analysing critical roles within the organization and identifying potential successors for each position.
- Facilitating career progression opportunities within the organization by identifying suitable roles for high-potential employees.
- Collaborating with various departments to identify high-potential employees, create career pathways, and ensure a robust pipeline of talent for key roles within the organization
- Develop and implement succession planning framework
- Monitor and evaluate trainee's progress and development by implementing an evaluation and proficiency assessment process that is consistent with MICT SETA's appraisal, developmental and feedback standards.
- Develop and conduct audits to identify training needs and opportunities for performance improvement.
- Review and oversee the on-boarding process to ensure new hires integrate successfully.

Performance Management

- Support the implementation and continuous improvement of MICT SETA's performance management system.
- Monitor the completion and quality of performance and competency appraisal forms.
- Provide advice and guidance to managers and staff throughout the performance management cycle.
- Review appraisal outcomes and escalate performance-related issues to the Head of HR.
- Draft performance reports with insights and trend analysis for relevant HR forums, recommending improvements where necessary.
- Facilitate performance-related training for line managers to support achievement of organisational targets.
- Identify and address workplace barriers that impact performance, including skills gaps or departmental inefficiencies.
- Manage incapacity cases related to underperformance by guiding managers through formal processes, ensuring fairness and compliance.
- Communicate current and upcoming performance processes to employees and ensure clear understanding.
- Conduct induction sessions for new staff and managers on the performance management process.
- Encourage feedback from employees to continuously refine performance standards and processes.

Policy Development

- Identify the need for policy development.
- Conduct research and consult with internal stakeholders, subject matter experts, and legal references to inform policy content.
- Draft policies and standard operating procedures in clear language.
- Ensure all policies are aligned with MICT SETA's values, mission, and comply with applicable laws and regulations.
- Coordinate the review process by engaging relevant stakeholders, including management, organised labour, legal etc.
- Incorporate feedback from all relevant parties to improve clarity, relevance, and effectiveness.
- Present policy drafts at relevant internal meetings or forums for consideration and discussion.
- Facilitate the approval process, ensuring policies are signed
- Communicate and roll out approved policies to all employees
- Support the monitoring and evaluation of implemented policies to ensure compliance and effectiveness and recommend revisions when necessary.

Change Management

- Act as a bridge between the current state and the desired future state, minimising disruption and maximising the success of organisational changes.
- Apply change management principles and practices to facilitate the smooth implementation of new systems, processes, and structures.
- Assist in the roll-out of HR-led initiatives, providing support with post-implementation problem-solving, refinement, and feedback collection.
- Acts as primary consultant and subject matter expert for post-implementation problems, challenges, and refinements of HR-led initiatives.
- Keep Stakeholders and management informed.
- Ensure the Change Management process is led and supported together with the Stakeholders.
- Ensure client needs are accurately captured in scope and signed off by Stakeholders.
- Ensure satisfactory post implementation review and performing retrospectives/inspect & adapt sessions as required.
- Ensure sufficient resource allocation to Change Management interventions and exercises.
- Ensuring clear and consistent communication about the change to all stakeholders.
- Working with various stakeholders to ensure alignment and buy-in for the change.
- Ensure sufficient learning material is designed, documented, and approved by key Stakeholders and uploaded to the relevant learning platforms.
- Develops project plans to meet MICT SETA 's strategic objectives.
- Coordinate and support the execution of (EGMs) and quarterly organisational meetings

Governance, Risk and Compliance

- Maintain and update the HR Risk Register and monitor mitigation actions together with the HR team.
- Monitor compliance with HR policies, procedures, and applicable legislation in collaboration with relevant.
- Coordinate with the HR team to provide internal and external auditors with required documentation timeously.

- Collaborate with the HR team to submit monthly and quarterly HR management reports, ensuring accuracy and alignment with MICT SETA's standard
- Participate in HR-related committees and contribute to compliance and governance discussions.
- Assist in identifying and applying fraud controls, risk prevention principles, and sound governance practices, in collaboration with the HR team.
- Support the implementation of compliance action plans and updates to the HR risk register.
- Monitor Employment Equity (EE) compliance and, together with the HR team, advise line managers on mitigating risks and corrective actions.
- Support the coordination of HR projects, including the drafting of Terms of Reference (ToR) and participation in BSC and BAC meetings where required.
- Represent the HR function, where appropriate, in cross-functional MICT SETA committees, including BSC, BAC, BEC, and other governance forums.
- Consolidate the HR Annual Report in collaboration with the HR team, ensuring accuracy, compliance, and alignment with organisational reporting requirements

Supervisory

- Allocate duties and do quality control of the work delivered by employees.
- Advise and lead employees with regard to all aspects of the work.
- Manage performance, conduct and discipline of employees.
- Ensure that all employees are trained and developed to be able to deliver work of the required standard efficiently and effectively.
- Develop, implement, and monitor work systems and processes to ensure efficient and effective functioning.

COMPETENCIES		
VALUES	FUNCTIONAL	BEHAVIOURAL
<ul style="list-style-type: none"> • Customer Centricity • Ethical • Innovative • Committed • Meritocracy • Collaboration • Responsiveness • Communication 	<ul style="list-style-type: none"> • Human Capital Management • Strategic Thinking • Planning and Organising • Administration • Written and Verbal Communication skills. • Report Writing and presentation • Risk Management • Conflict Management • Project Management • Research and Analytical • Consulting • Change Management 	<ul style="list-style-type: none"> • Teamwork • Diversity • Creative Thinking and Innovation • Quality and Excellence • Integrity • Influencing & Negotiating • Interpersonal relationships and Networking • Initiative • Problem Solving and decision making • Confidentiality • Ability of multitask • Able to work under pressure.

Application:

Please click the link to apply <https://forms.office.com/r/n1YMwcEyK7> by no later than **17 August 2025**.

Queries may be directed to 010-055-7930.

Should candidates not hear from us within 30 days after the closing date of applications, they should consider their applications unsuccessful. Please note that 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/>)

Verification and Vetting Disclaimer

MICT SETA reserves the right to conduct comprehensive background checks, which may include verification of Matric and other qualifications, Employment history, Credit reports, Criminal records, social media activity, References, Citizenship status, as well as Psychometric Assessments etc. Employment offers are contingent upon successful completion of these vetting procedures.