

QUALITY PROTECTION MANAGER: TOURISM GRADING COUNCIL OF SOUTH AFRICA

An exciting opportunity exists for a Quality Protection Manager in the Brand and Marketing Business Unit at South African Tourism's Head office in Sandton. This position reports to the Chief Quality Assurance Officer. If you possess the required skills, experience and are an energetic team player interested in joining a dynamic organisation committed to developing a better South Africa, we invite you to apply.

Key Outputs:

- Design, implement and continually improve on internal control procedures to address accommodation establishments illegally marketing star grading or illegally displaying stars in marketing media. The design and implementation of these procedures are focussed on addressing individual specific problem cases upon the transgressions becoming known to the TGCSA.
- Communicate with third party booking/listing websites/agencies/publications to educate them on the illegal advertising problem, and to promote either automatic plug-in to access accurate star data or removing all 'star' displays. Facilitate communication between digital agent and third party, where applicable.
- Audit an appropriate sample of all establishments approved by the monthly property approvals meeting to check whether plaques and certificates are delivered accurately and timeously.
- Produce accurate statistical reports and slides to understand the performance of grading assessors, when required by management.
- Report sales leads to Provincial Quality Assurance Specialists and then to relevant assessors as they become known.
- Formulate working relationships with relevant provincial, municipal tourism/consumer affairs stakeholders to ensure alignment with regards to managing illegal use of stars and plaques by ungraded accommodation establishments.
- Negotiate and implement MOA's or other written/verbal agreements with provincial consumer protection authorities and/or other stakeholder bodies to partner in specific initiatives to educate business and consumers to curtail the illegal abuse of stars.
- Review feedback from cancelled accommodation establishments and coordinate retrieval of these specific plaques
- Compile a monthly Quality Protection Processes Report to report all activities as per the illegal advertising operating system.
- Report new leads generated from quality protection processes to the National Quality Assessment Manager.
- Report internal control problems to National Quality Assessment Manager.
- Compile charts on net cancellations per quarter (total cancellations minus re-joins/renewals, based on notes from PQAS) per product category.

- Ensure that the TGCSA keeps a register of all plaques held at the SA Tourism offices and other storage Facilities including serial numbers.
- Ensure that QPM standard operating procedures are updated regularly with the business process analyst.
- Assist with certain tender evaluations where required or requested.
- Assist with ad hoc analyses and reports as required by management.
- Ensure management and oversight of the Client Liaison Officer (CLO) and monitor his/her workload and deliverables.
- Ensure the timeous, effective and efficient customer feedback process by ensuring all parties involved deliver on their commitments.
- Ensure CLO systems are maintained.
- Ensure CLO channels are continually manned and feedback mechanisms providing client feedback within the agreed timeframes
- Engage with the Brand & Marketing Business Partner and other business unit heads to provide an advisory on quality protection
- Establish and maintain relationships with key stakeholders to promote the South African brand through collaboration and partnerships with business heads, trade and broader industry/sector players, and the world.
- Manage business unit performance against set target, KPIS and metrics.
- Define, cascade and monitor business and people performance objectives.

QUALIFICATIONS AND EXPERIENCE

- A Postgraduate and/or Master's Degree with Statistics as a subject and/or Travel & Tourism/Hospitality/Sales & Marketing/ Management or equivalent.
- 5-8 years in Quality management, Operations or Sales experience or a related field, of which 3 years should be in management position.
- Previous exposure in auditing of various aspects of projects management.
- Advanced working knowledge of MS Excel.

KNOWLEDGE AND UNDERSTANDING OF

- The PFMA and regulations, and other relevant legislation - e.g. the National Strategic Intelligence Act; the National Archives of South Africa Act; the Promotion of Access to Information Act.
- Government priorities and imperatives.
- Performance monitoring, evaluation and reporting frameworks, systems and processes.
- Communications and information management legislative requirements.
- All Public Service systems.
- Knowledge of quality standards (e.g. ISO).
- Sound understanding of the tourism industry with a niche focus on the business tourism industry, locally and internationally.



Visit us @ www.southafrica.net

Detailed CV to be sent to : brandmarketing@southafrica.net

Closing date : **15 January 2018**

Should you have not heard from us within two weeks after the closing date,
kindly consider your application unsuccessful.
No late applications will be accepted.

