



SOUTH AFRICAN TOURISM

Job Advertisement

CHIEF QUALITY ASSURANCE OFFICER

5 YEAR FIXED TERM CONTRACT

An exciting opportunity exists for an individual to lead Tourism Grading Council of South Africa Strategy.

The role acts as the Chief Quality Assurance Officer in terms of the Legal requirements of Section 40 of the Tourism Act.

This vacancy is based at South African Tourism's Home Office in Sandton and reports to the Chief Executive Officer.

The position requires an energetic individual with a thorough understanding of Quality Assurance systems and the critical role it plays in Tourism Destination Marketing.

If you possess the required skills, experience and are a team player interested in joining a dynamic organisation committed to developing a better South Africa, we invite you to apply.

Key Outputs:

TGCSA Strategy Development and Execution Management

- Develop TGCSAA Strategy aligned to in-country market requirements and Tourism business plans;
- Ensure that the appropriate Business Model is actively implemented for the TGCSA business unit;
- Provide leadership and management of the budgetary reporting, to ensure appropriate spend and allocation of resources.

Ensure South Africa has Quality Graded Establishments

- Act as the Chief Quality Assurance Officer in terms of Legal requirements of the Tourism Act;
- Adhere to strict management of assessors and performance against monthly targets;
- Roll out the marketing and communications campaign including provincial roadshows per year.

Mitigate illegal use of Stars and ensure protection of the TGCSA Brand

- Ensure all establishments approved by the Awards Committee are to be given a plaque and certificate accurately;
- Manage the Plaque Service Provider in line with the manufacturing and distribution MoU signed;
- Initiate that the legal route be followed for all establishments illegally displaying the Stars, upon the transgression coming to the attention of the TGCSA.

Enhance Competency and Integrity of Grading Assessors and support the development of participants in the Industry

- Strictly manage the conduct of assessors in line with the SPA and keep meticulous records of same;
- Develop a strategy to promote the capacity building and utilisation of products and services in the tourism sector;
- Oversee the implementation of the TGCSA Strategy.

Business Unit Resource Management

- Develop, manage and monitor the execution of business unit operational plan against set targets and KPIs;
- Conduct budgetary planning for the business unit and account for spend on TGCSA initiatives;
- Ensure sufficient capacity and information is provided to staff within the business unit to achieve set performance objectives;
- Manage the performance of employees in accordance with organisational policy;
- Motivate team members and create a culture of high performance;
- Manage employee related matters within the business unit.

Qualifications and Experience

- A minimum of bachelor's degree in PR/Hospitality/Sales & Marketing/Travel & Tourism Management or equivalent;
- A postgraduate or Master's Degree in PR/Hospitality/Sales & Marketing/Travel & Tourism Management or equivalent will be advantageous;
- 8-10 years in Senior Operations and/or Marketing and Sales Management experience or a related field, of which 5 years should be in a senior management position;
- Experience in Hospitality Product / Business Development, Destination and/or product knowledge;
- Existing sector/industry Networks.

Knowledge and Understanding

- Government priorities and imperatives;
- The PFMA and regulations, and other relevant legislation;
- Performance monitoring, evaluation and reporting frameworks, systems and processes;
- Relevant legislation and regulatory requirements namely PFMA, Treasury Regulations and Frameworks on performance information and strategic plans;
- Communications and information management legislative requirements;
- Knowledge of quality standards (e.g. ISO).

Qualities

- Attention to detail;
- Critical thinking;
- Innovative forward thinker;
- Strategic thinker;
- Ethical;
- Excellent interpersonal relations;
- Customer focus;
- Excellent negotiation and mediation skills;
- A team player;
- Excellent written and oral communication skills;
- Problem-solving skills.

Visit us @ www.southafrica.net

Detailed CV and cover letter to be sent to : hr@southafrica.net
Closing date : **11 February 2022**

Should you have not heard from us within two weeks after submitting your application, kindly consider your application unsuccessful.

No late applications will be accepted.