

MEMBER SERVICES CONSULTANT

Cape Regional Chamber

Printing SA is an industry body that represent the interests of the printing, packaging, branding, creative design, marketing, and communications industry. We ensure the industry is sustainable and that all stakeholders and our members prosper.

Printing SA is seeking to appoint a suitably qualified and experienced **Member Services Consultant** for the Cape Regional Chamber.

The Cape Regional Chamber covers the following geographic areas:

- Western Cape Province
- Eastern Cape: *Port Elizabeth*

The primary purpose of this role is:

- To liaise with, assist, consult and advise existing and prospective members of Printing SA on labour relations, human resources, employment equity and training & development matters.
- To grow and sustain the membership of the Chamber through focussed initiatives.
- To plan and execute all member services as well as industry events of the chamber; in so doing, ensuring that the Chamber meets its objectives.

| Description of responsibilities | |
|--|---|
| Key Performance areas (KPA's) | Functions/tasks |
| 1. Labour Consulting (10%) | <ol style="list-style-type: none"> 1. Chairing disciplinary and grievance hearings. 2. Facilitate counselling sessions. 3. Dealing with and negotiating with trade unions and employee representatives as employer representative. 4. Handling wage disputes and negotiations. 5. Preparing and representing members with conciliation and arbitration matters at the CCMA and Statutory Council. 6. Restructuring and operational requirements and interventions including short time negotiations. 7. General counselling on various issues including substance abuse, incapacity, and work performance issues. 8. Correspondence and information to members upon request 9. Preparation of documentation for members. |
| 2. Human Resources (20%) | <ol style="list-style-type: none"> 1. Drafting of policies and procedures for members 2. Conducting wage surveys 3. Writing job descriptions 4. Preparing performance evaluation programmes for members. 5. Assisting members with recruitment and selection 6. Colour perception testing 7. Facilitating psychometric and other ability tests |
| 3. Training and development (25%) | <ol style="list-style-type: none"> 1. Preparation and submission of WSP/ATR for members. 2. Fulfilling the role of SDF for members. 3. Assessing members training needs and proposing interventions to match these needs. 4. Delivering training courses for Technical Theoretical blocks, short courses and/or any other training interventions of Printing SA. 5. Contribute to the courseware development for training programmes of Printing SA. 6. Active participation in all initiatives of the FP&M SETA and regular communication to members on crucial and beneficial developments. 7. Coordinate and facilitate the administration of apprenticeship programmes between members and the FP&M SETA. 8. Assist with the annual and quarterly planning of training programmes to be run by the Chamber; and ensure such plans are executed. |
| 4. Employment Equity (10%) | <ol style="list-style-type: none"> 1. Preparation and submission of Employment Equity reports as required by DOL. 2. Plan and compile EE plans for members. |

| | |
|-------------------------------------|--|
| | <p>3. Structure and establish EE Committee for members.</p> <p>4. Prepare and facilitate EE meetings for members</p> |
| 5. Membership services (35%) | <p>1. Building and strengthening relationships with members, through visiting and liaising with members and prospective members of Printing SA.</p> <p>2. Communicate and promote the membership value proposition to ensure sustainability and continued viability of Printing SA.</p> <p>3. Compile and send out regular communication to members on industry and/or related news, updates, events, and content of relevance to members.</p> <p>4. Planning, organising, and participating in all Chamber events; including but not limited to:</p> <ul style="list-style-type: none"> • Business networking events, • Annual General Meeting's, • Awards ceremonies, • Golf days, • Annual dinners, • Career days, • Industry exhibitions • and monthly meetings, by: <ul style="list-style-type: none"> - booking venues - sending out invitations - typing and distribution of minutes and agendas, and - following up on attendance and contacting members - manning stands at exhibitions. <p>5. Liaising with National Office and shared services on business matters.</p> |

| Educational requirements | |
|--|--|
| Minimum formal qualifications | Tertiary qualification in Business Administration/Human Resources/Labour law |
| Training | Qualified assessor, moderator and/or SDF |
| Experience | A minimum of 3 - 4 years working experience as HR Consultant/Manager/Officer. Previous experience with ATR/WSP submission and EE will be beneficial. |
| Legally required competence certificates | Code B drivers' licence (own vehicle required) |

| Core competencies recommended | | |
|--|--|--|
| Knowledge | Skill | Attitude |
| A good knowledge of labour legislation in SA. | Astute planning skills | Self-discipline, ability to work without supervision |
| An understanding of training in South Africa – SETA's, NQF and SAQA. | Attention to detail | Show initiative |
| Sound knowledge of HR best practices. | Excellent verbal and written communication | Self-starter |
| | Exceptional organisational skills | Ability to work under pressure |
| | Organised and methodical | |
| | Ability to multitask | |

Assumption of duty : as soon as possible

Salary : R330,000 pa CTC

Closing Date : 10 March 2024

Enquiries : Ms D Felix, applications can be forwarded by email to: dfelix@printingsa.org

Interested candidates should send a detailed cover letter indicating their suitability for the position, a detailed comprehensive Curriculum Vitae, and copies of Certified copies of relevant qualification(s).

Printing SA is not obliged to fill an advertised position.