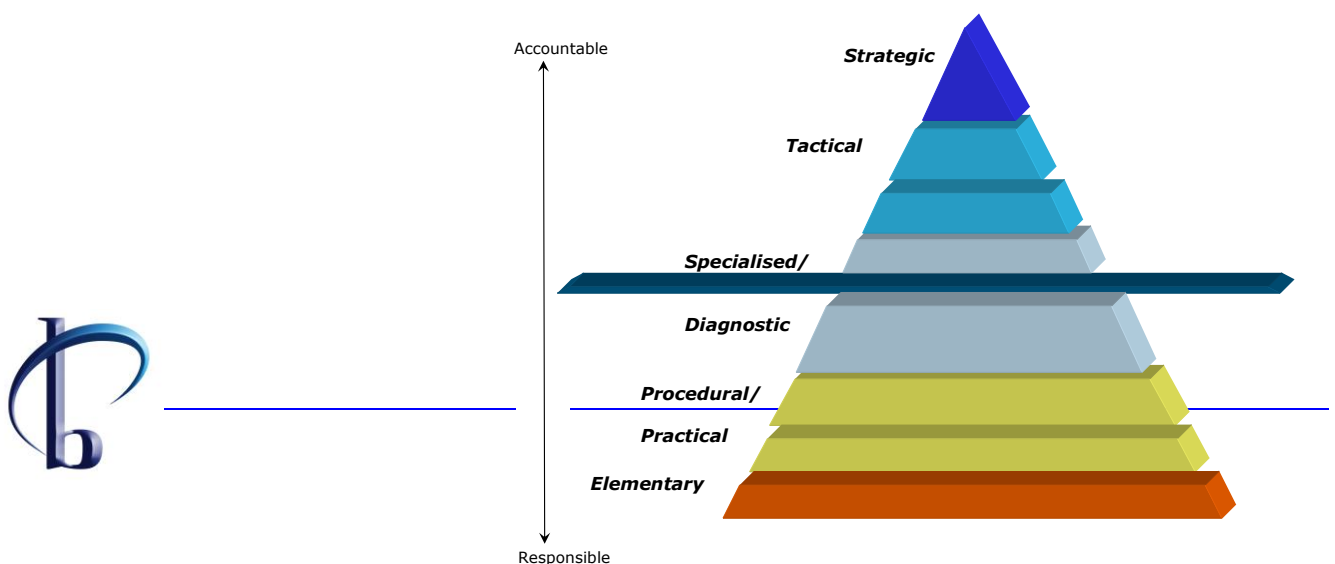


## SACPCMP JOB PROFILE OPERATIONS COORDINATOR: PROJECT AND CONSTRUCTION MANAGEMENT

3 YEAR FIXED TERM CONTRACT POSITION

COST TO COMPANY: MARKET RELATED AND INCLUDES  
MEDICAL AID AND PROVIDENT FUND





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## Approvals

|                     |       |        |
|---------------------|-------|--------|
| Leadership approval | _____ | Jan-17 |
| Incumbent approval  | _____ | Jan-17 |

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## Updates

Date Described: Oct -12  
Person: Joan vd Westhuizen  
Blue Horizon-Empowering People (Pty) Ltd

Last Updated: Jan-17  
Person:

Version: Ver 1

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## Contact Person

Name:  
Contact Number:



|  |                                   |
|--|-----------------------------------|
| <b>Department: SACPCMP Operations</b>  | <b>Discipline: Administration</b> |
| <b>Job Title: Coordinator: Project and Construction Management, and Mentorship</b>   |                                   |
| <p><b>Main Purpose</b><br/>                 To effectively coordinate, monitor and facilitate customer service through the processing of applications for the entire business process – from registration, verification to de-registration - for categories CM, CPM and Mentorship registrations for <u>both</u> professionals and candidates in order to advance SACPMCP growth strategies.</p> |                                   |

|  |                           |                      |                |
|--|---------------------------|----------------------|----------------|
| <b>Job Requirements</b>  |                           |                      |                |
| <b>Education</b>   |                           |                      |                |
| <b>Formal qualification required:</b> a B Degree or Diploma in Administration or equivalent relevant qualification. A relevant post graduate qualification will be added advantage |                           |                      |                |
| <b>Experience required:</b> A minimum of 5 years relevant work experience of which 2 years should be in a supervisory capacity.  |                           |                      |                |
| <b>Part Discipline / Sub-set of Knowledge</b>  | <b>Knowledge Learning</b> | <b>Methodologies</b> | <b>Systems</b> |
| Knowledge of SACPCMP mandate.  |                           |                      |                |
| Knowledge of mandates from government  |                           |                      |                |
| Construction knowledge – general understanding   |                           |                      |                |
| Business Best practice   |                           |                      |                |
| CM, CPM (including CPD) and Mentorship   |                           |                      |                |
|  |                           |                      |                |



| Performance Areas   |                              |  |   |
|---|------------------------------|--|---|
| No  | Key KPA's                    |  |   |
|   | Performance Area             | Processes/Activities   | Output  |
| <b>1. GENERIC KEY PERFORMANCE AREAS FOR ALL COORDINATOR POSITIONS</b> |                              |  |   |
|   | <b>1.1 Staff supervision</b> | <b>By:</b> <ul style="list-style-type: none"> <li>• Guiding employee actions within the Division by developing and updating administrative procedures, methods and guidelines.</li> <li>• Allocating work to staff, checking quality of work output where required of staff i.e. corrective action on deviations.</li> <li>• Supervising performance of staff.</li> <li>• Coaching and guiding of staff</li> <li>• Maintaining processes and continuity of work operations by documenting and communicating needed actions to management, discovering irregularities and determining continuity needs.</li> <li>• Maintaining administrative workflow by developing reporting procedures.</li> <li>• Creating and revising systems by analyzing operating practices and implementing changes.</li> <li>• Resolving administrative problems by analyzing information, identifying and communicating solutions.</li> <li>• Overseeing and managing special projects/programmes that are assigned including ensuring proper management of resources, developing reporting templates and providing required reports.</li> <li>• Prepare and develop informational presentations as and when required.</li> </ul> | <p>To contribute towards high morale and a motivated team.</p> <p>To contribute towards a competent and professional team.</p> <p>To provide regular feedback that ensures staff is informed.</p> <p>To effectively contribute towards the development and training of staff.</p> <p>To ensure that staff are equipped to perform their set duties.</p> |



|  |   |  |  |
|--|---|--|--|
|  |   | <ul style="list-style-type: none"> <li>• Provide information concerning registration requirements, and assisting applicants in completing applications.</li> </ul>   |  |
|  | <p><b>1.2 Monitors an administration team's work output and work quality for MULTIPLE streams from registration to de-registration/retirement (see specific KPA's for streams below under 2.1, 2.2 and 3)</b></p> | <p><b>By:</b></p> <ul style="list-style-type: none"> <li>• Executing the section's objectives.</li> <li>• Conducting quality checks of service and solutions of own area of responsibility.</li> <li>• Escalating complex problems to the Executive.</li> <li>• Suggesting process/service improvements.</li> <li>• Implementing procedures according to standards and rules set by Council</li> <li>• Writing consolidated reports and presenting statistics to the Executive as directed from time to time.</li> <li>• Monitoring business process performance, e.g. turnaround times, errors, issues, customer service etc.</li> <li>• Monitoring correctness of information on data base</li> <li>• Verification of documentation before the awarding of registration certificates.</li> </ul> | <p>To ensure that customers receive a high level of professional service.</p> <p>To ensure cost effective operations.</p> <p>To service customers within set turnaround times.</p> <p>To grow the number of registered persons.</p> <p>To ensure integrity of information i.e. no errors and right first time.</p> <p>To ensure that information on the data base is up-to-date and correct.</p> |
|  | <p><b>1.3 Provide required support in implementation of new projects/programmes and/or initiatives.</b></p>   | <p><b>By:</b></p> <ul style="list-style-type: none"> <li>• Writing recommendations and a business case to the Executive for endorsement and approval.</li> <li>• Planning and resource allocation for achievement of approved plans as per new initiatives.</li> <li>• Providing reports to the Executive as and when required.</li> <li>• Taking corrective action when required.</li> <li>• Overseeing and managing special projects in terms of time lines and budgets.</li> <li>• Making proposals on new initiatives to be</li> </ul>   | <p>To ensure that membership grows.</p> <p>To ensure that the SACPCMP operates effectively.</p> <p>To facilitate business efficiency,</p> <p>To comply with legislation and mandates.</p>  |



|  |  |  |  |
|--|--|--|--|
|  |  | embarked on.   |  |
|  |  | •  |  |
| <b>2. SPECIFIC KEY PERORMANCE AREAS:</b> |  |  |  |
| <b>CM, CPM</b>                           |  |  |  |
|  | <b>2.1 Liaises with Project and Construction Management Stakeholders.</b>                                  | <b>By:</b> <ul style="list-style-type: none"> <li>• Liaising with assessors for assessment of applications, assessors refresher workshops, shortcomings deduced from the assessment of their applications/availability to undertake assessments and delayed assessments.</li> <li>•</li> <li>• Building a database of CM and CPM stakeholders for the purposes of engaging them on any identified outreach programme.</li> <li>• Liaising with internal stakeholder liaison function with regard to communication and media, e.g. Twitter, Facebook and blogs (social media).</li> <li>• Facilitating presentations that are required.</li> <li>•</li> <li>• Liaising with relevant government departments with regard to directives announced by Minister.</li> </ul> | <p>To ensure that tertiary institutions are accredited according to policy, mandates and criteria set by the CBE/CHE/SAQA/REGCOM and Council.</p> <p>To ensure a high standard for industry professionals, thereby protecting the public and enhancing the industry standing.</p> <p>To facilitate growth in registrations over the long term.</p> <p>To promote the industry and the SACPCMP.</p> |
|  | <b>2.2 Oversees the registration of CM and CPM Administration Process for Professionals and Candidates</b> | <b>By:</b> <ul style="list-style-type: none"> <li>• Coordinate, monitor and oversee the entire candidature programme, i.e. submission of log books, feedback to candidates on the outcome of assessment of log books, rendering assistance and guidance that candidates may require from time to time, assisting them with obtaining mentors.</li> <li>• Maintaining a database of all SACPCMP approved mentors.</li> <li>• Coordinating, monitoring and overseeing the entire registration and assessment process.</li> </ul>   | <p>To ensure that tertiary institutions are accredited according to policy, mandates and criteria set by the CBE/CHE/SAQA/REGCOM and Council.</p> <p>To ensure a high standard for industry professionals, thereby protecting the public and enhancing the industry standing.</p> <p>To facilitate growth in registrations over the long term.</p>   |





|                      |  |  |  |
|----------------------|--|--|--|
|                      |  | <ul style="list-style-type: none"> <li>• Resolving queries and issues as and when required.</li> <li>• Making recommendations to the Executive related to the function.</li> <li>• Overseeing the implementation of plans.</li> <li>• Monitoring the process and reporting to the Executive.</li> <li>• Writing of reports.</li> <li>•</li> </ul>  |  |
| <b>3. MENTORSHIP</b> |  |  |  |
|                      |  |  |  |
|                      | <b>Oversees the administration process for mentorship.</b> | <b>By:</b> <ul style="list-style-type: none"> <li>• Overseeing communication to the registered persons and candidates with regard to registration relevant requirements.</li> <li>• Overseeing the administration of the entire mentorship process, from registration, monitoring, verification to notification.</li> <li>• Overseeing the arrangement of interviews.</li> <li>• Resolving queries and problems.</li> <li>• Overseeing and liaising with interview panel members.</li> <li>• Overseeing and recommending assessor payments to the Executive.</li> <li>•</li> </ul> | <p>To ensure excellent customer service within set turnaround times.</p> <p>To facilitate a smooth process.</p> <p>To ensure that that competency standards are met.</p> |

|                                    |
|------------------------------------|
| <b>Competencies</b>                |
| <i>Refer to Career Path Matrix</i> |

|                                    |
|------------------------------------|
| <b>Knowledge</b>                   |
| <i>Refer to Career Path Matrix</i> |



|  |  |
|--|--|
| <p><b>Organisation Culture</b><br/>(The way things get done at the Council)</p>  | <ul style="list-style-type: none"> <li>• <i>Bias for Action</i> with an orientation toward aggressive, proactive responses to problems &amp; opportunities</li> <li>• <i>Continuous Improvement</i> with emphasis on improving processes, services and stakeholder relations</li> <li>• <i>Customer Focus</i> in understanding, meeting &amp; exceeding customer expectations</li> <li>• <i>Fun &amp; Friendly Environment</i>, an orientation toward style that makes it possible for employees to be well acquainted in an upbeat &amp; energetic environment</li> <li>• <i>Openness to Frequent Change</i> and willingness to adapt modifications in job and roles</li> <li>• <i>Planning for Long-term Success</i> with an orientation toward achieving future, long-term goals, meeting timelines through careful planning and well established strategic planning.</li> <li>• <i>Quality Focus</i> with emphasis on high-quality services</li> </ul> |
| <p><b>Person attributes required by job</b><br/>(A characteristic, personality trait inherent in the nature of a person, which is difficult to measure and difficult to change)<br/><i>*(Test to measure personality – MBTI)</i></p> | <ul style="list-style-type: none"> <li>• Pro-active, self-starter individual Takes accountability to complete tasks without delay – deadline oriented</li> <li>• Team work &amp; -player</li> <li>• Friendly, lively appearance</li> </ul>   |
| <p><b>Person Values</b><br/>(A belief system which is demonstrated / lived by a person, which impacts the Council's culture or a team's performance in terms of how business is conducted i.e. <i>social competency</i>).</p>        | <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Respect</li> <li>• Loyalty</li> <li>• Dedication</li> <li>• Professionalism</li> </ul>   |

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For use during Recruitment & Selection

|     |   | Job Title:     |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|-----|---|----------------|--------------------------------------|--|--|--|--|--|--|---------------------------------|--|--|--|--|--|--|
|     |   | Candidate Name | Qualifications & Experience Criteria |  |  |  |  |  |  | Specific Knowledge Requirements |  |  |  |  |  |  |
|     |   |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
| ✓ x | 1 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|     | 2 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|     | 3 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|     | 4 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|     | 5 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|     | 6 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |
|     | 7 |                |                                      |  |  |  |  |  |  |                                 |  |  |  |  |  |  |

