

JOB TITLE	Manager: Learning and Organisational Development	GRADE	16
POSITION CODE	30000880	OFO CODE	
DIVISION	Division of People and Culture (P&C)	INCUMBENT	
SUPERVISOR/MANAGER	Director: P&C	JOB TYPE (ACADEMIC/SUPPORT)	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	Permanent	FULL-TIME OR PART-TIME (IF PART-TIME, HOW MANY HOURS PER DAY)	Full-time
COUNCIL FUNDED POST OR OUTSIDE FUNDED	Council Funded	DATE APPROVED	09 October 2025 (updated, R&S Committee)

MAIN JOB OBJECTIVE/S

To manage training and organisational development initiatives throughout the institution. Planning, coordination, and monitoring are required to provide sustainable and value-added training programs to drive skills development, upskilling and reskilling for staff. Responsible for organisational development and change management.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	KEY PERFORMANCE INDICATORS
TRAINING AND DEVELOPMENT - 50%	- Responsible for ensuring the development, continuous improvement, and implementation of the training plan, which is sustainable and aligned with the institution's strategy. - Ensure the use of automated learning management strategies and systems. - Conduct ongoing training needs analysis institutionally, using the Personal Development Plans (PDPs) methodology. - Responsible for drafting and submitting the Workplace Skills Plan (WSP), the Annual Training Report (ATR) and the Pivotal Programme (PP) for submission to the Education Training and Development Practices (ETDP) Sector Education and Training Authority (SETA). - Set up and manage quality assurance systems for training and development programs.

	• Monitor SETA funding, write funding proposals and reconcile relevant budgets. • Track payments of staff study subsidies. • Maintain regular contact with the relevant SETA and other funding bodies. • Develop and implement skills development training at all levels. Consider creative ways to implement training for the unskilled and semi-skilled levels, by working closely with Facilities and Infrastructure and Residential Operations. • Provide support for implementing projects that aim to build the institution's leadership and management capacity through related training programs. • Provide support and guidance for initiatives that build, develop, upskill, and strengthen the capabilities of Administrators and Support Staff in an evolving, agile, and technology-driven environment, in collaboration with the Registrar's Office and Faculties. • Provide support and guidance to programmes that aim to enhance staff members' career development and prospects in line with the IDP and PDP, and, where appropriate, collaborate with CHERTL, CPGS, Research and Innovation, and other relevant units.
ORGANISATION DEVELOPMENT (OD), CHANGE MANAGEMENT AND JOB EVALUATION - 40%	• Provide support for projects and initiatives that promote the strategic alignment between strategy, values, culture, and resources regarding staffing issues. • Responsible for job evaluation specifically: - ✓ Be part of Project Teams that are responsible for the review of staffing structures. Provide support in terms of job profiles and job grading where required. ✓ Provide the necessary support for staff impacted by restructuring and reorganisation. Work with the ER Manager and EE and ER Manager as required. ✓ Responsible for change management interventions related to staffing structures when required. ✓ Together with the ER and EE Manager and Unions, support line managers and staff during the consultation process for impacted staff. ✓ Work closely with line managers, staff, and unions to develop and review job profiles. ✓ Grade grading of job profiles, including verifying job profiles using benchmarked data. ✓ Together with the Senior Manager: Specialist HR Services and the P&C Director (when necessary), sign off and approve job profiles per the JE Policy. ✓ Create job family matrices and competency frameworks. ✓ Keep the repository of profiles up to date to ensure proper governance.

	✓ Responsible for the preparation for the JE Committee, including the agenda, minutes and documentation. ✓ Responsible for ensuring all grading decisions are appropriately communicated to line managers and staff if a grade change to a profile impacts a staff member. ✓ Conduct benchmarking as required. ✓ Interpret and analyse data, and present the data meaningfully when writing reports. ✓ Ensure appropriate tools are maintained and updated when necessary, such as but not limited to the job profile toolkit, matrices for job families, etc. ✓ Responsible for developing and maintaining a repository of organograms. ✓ Required to work with HR data that needs updating and impacts the ability to extract up-to-date organograms. • Provide support with respect to implementing and maintaining the Employee Value proposition. • Provide support to the design and review of relevant policies, programmes, and initiatives that seek to foster Rhodes as a preferred employer in conjunction with the EE and ER Manager. • Provide support for the design, development and implementation of Employee Surveys, which ensure that the Institution understands its culture and values, thereby enabling it to provide interventions that align with the University's transformation and people management strategy. • Work with the Recruitment and Staffing team for staff onboarding, including welcome events for new staff. Coordinate induction by working closely with Heads of Departments and Line Managers. • Liaise with the external service provider to obtain off-boarding survey reports. To analyse off-boarding reports and identify and develop required interventions in collaboration with the Senior Manager: HR Specialist Services and the P&C Director. • Responsible for change management interventions as required. • Responsible for ensuring the smooth coordination and administration of the following initiatives: - ✓ Academic Personal Promotions ✓ Long service awards and related Tree planting ceremony ✓ The VC and Alty Awards ✓ HERS SA ✓ Trading Live with Community Engagement ✓ 75th Anniversary Bursary Awards ✓ Internship Programs
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	✓ CE Funding
MANAGEMENT AND ADMINISTRATION OF THE SECTION - 10%	• Motivation for appropriate resourcing of the Section via the P&C Director (staff, budget, facilities, equipment, etc.), given the processes and structures of the institution and ensuring efficient use of resources. • Organising the activities and services of the Section in terms of resourcing provided by the institution. • Ensuring the provision of a quality service by the Section, including the evaluation of the services of the Section. • Ensuring that appropriate structures and processes are in place to provide the necessary service and that the different structures/processes/jobs within the section are integrated. • Ensuring that appropriate targets/goals are set for the section's work and for any staff. • Ensuring compliance and good governance aligned with audit requirements to limit risk. • Support the OD Officer in coordinating processes concerning the annual Institutional Broad-Based Black Economic Empowerment (BBBEE) certification requirements. • Monitoring the performance of individuals and the section against these targets. • Performance management of the direct report(s) including the: - o Selection of staff - o Induction and training of staff - o Motivation and recognition of staff - o Managing performance, including disciplining staff who are not performing

JOB REQUIREMENTS
EDUCATION AND EXPERIENCE A relevant Bachelor's Degree (NQF level 7) in HR/Industrial/Organisational Psychology and a minimum 6 years' relevant experience, where such experience includes: - • Previous training and development, organisational development, job evaluation, and change management experience • Experience as a Skills Development Facilitator and acquired Skills Development Facilitator Certification • Previous experience as an advocate for transformation and change • 3 years of experience using technology to execute learning and development strategies • At least 3 years of management experience • Previous experience as a P&C (HR) professional with exposure to most, if not all, areas of P&C (HR) would be advantageous

COMPETENCIES, I.E., KNOWLEDGE, SKILLS AND ATTRIBUTES

The incumbent must demonstrate the following competencies:

PROFESSIONAL COMPETENCIES

- A good understanding of training and development imperatives
- Ability to conceptualise and write policy and protocols
- A good knowledge and skills in introducing change and experience in managing resistance to change
- Knowledge of Employee Wellness programmes
- Sound ability to write reports
- Able to monitor and evaluate the impact of training programmes and interventions
- Personal credibility, able to instil confidence in others, keep the trust of others and persuade others of the value of initiatives and directions
- Strong research skills, resourceful and persistent
- Good facilitation and presentation skills
- Strong commitment to the development of others, and in particular, leadership and management development
- Sound knowledgeable of job evaluation systems and skills
- Fair knowledge in determining appropriate HR staffing models
- Fair knowledge and skills in conducting employee surveys and using these to enhance the employee value proposition.
- Fair knowledge of labour legislation

MANAGEMENT SKILLS

- High-level conceptual skills with an ability to think strategically and creatively
- Problem-solving skills: logical and analytical
- People management skills with a collaborative approach
- Decision-making skills, able to be objective, flexible, but decisive
- Sound numerical ability, able to cost projects

PEOPLE AND COMMUNICATION SKILLS

- Excellent interpersonal skills with an ability to relate to staff at different occupational levels as well as from various cultures and backgrounds
- Champions diversity: culturally aware and sensitive, fosters an attitude of appreciating diversity in others
- Assertive in interactions with others
- High level of self-awareness and is committed to their own development.
- Excellent written and verbal skills in English.
- The ability to communicate in other official languages will be an advantage.

ADMINISTRATION SKILLS

- Sound Computer literacy: able to work with Word, Excel, PowerPoint, email, and the Internet.
- Critical administrative skills include good organisational and planning skills, problem-solving, and time management skills.
- Able to develop logical and practical administrative systems and processes.

WORK BEHAVIOURS

- Service ethic with a track record of good service and continuous improvement
- Able to work independently as well as be a member of a team
- Actively seeks feedback, able to withstand criticism and use constructive criticism to improve
- Extremely professional with high personal standards, able to produce work of a superior quality
- Shows initiative
- Able to manage multiple demands and work efficiently and quickly

- Quick learner, resourceful in dealing with new situations and projects

SUBORDINATES

OD Officer
Intern (indirect report)

FUNCTIONAL RESPONSIBILITIES

PLANNING

(i) What is the longest (macro) period the jobholder has to plan?

2 years

(ii) Typically, how long are the microphases/time periods that the macro planning is divided into?

6 to 12 months

ADDITIONAL INFORMATION

FOR P&C USE ONLY - TO BE COMPLETED BY P&C

RemChannel Code

197

Note: Any changes made to the job profile (other than the name of the incumbent, the position code and OFO code) must be approved by the Director P&C or Senior Manager: Specialist HR Services