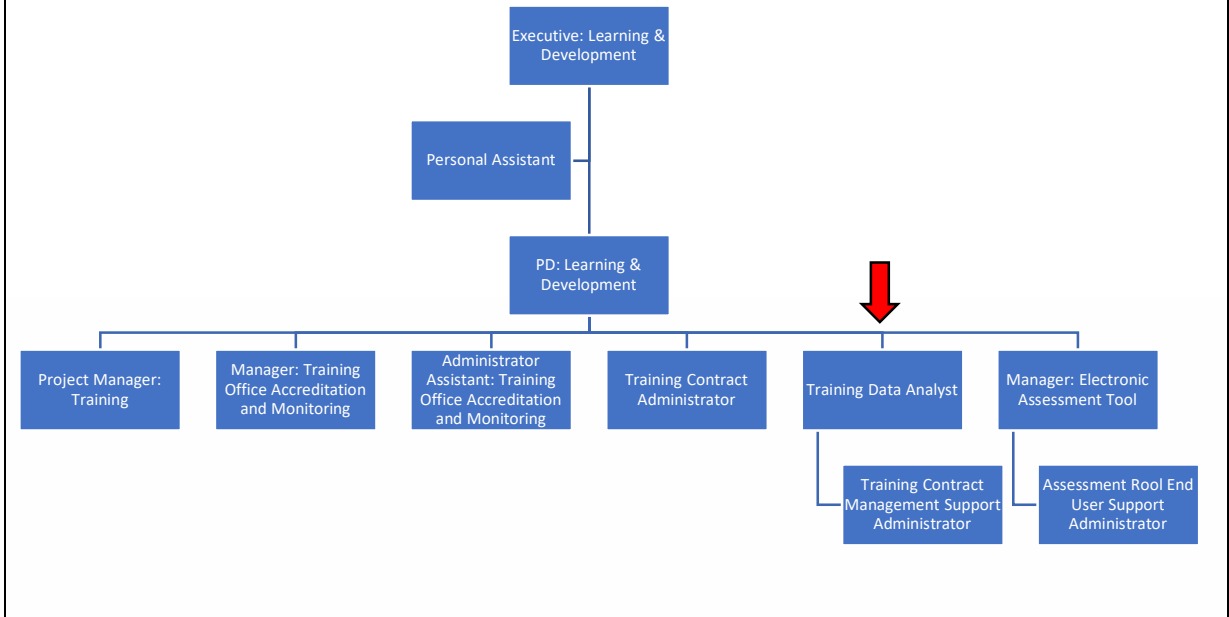


JOB DESCRIPTION/PROFILE

SECTION A: POSITION DETAILS	
DATE REVIEWED	22 March 2024
JOB TITLE	Training Data Analyst
JOB GRADE	Peromnes Grade 9
DEPARTMENT	Learning, Development & National Imperatives <ul style="list-style-type: none"> - Learning & Development <ul style="list-style-type: none"> o Training
LOCATION	Johannesburg
CONTRACT TYPE	Permanent
PURPOSE STATEMENT	
<p>Maintain the data with respect to the management of trainee contracts in the Training Contract Management System (TCMS) including data integrity, system functionality, problem resolution and end-user support.</p> <p>Trainees are core to the pipeline and ongoing growth of SAICA member and associate numbers. The stability and functionality of the TCMS is core to the operations of SAICA. A significant amount of revenue is generated from training contract registration fees and levies and without the smooth functioning of this system, financial sustainability is at risk.</p>	
POSITION IN THE ORGANISATION	
2 ND LEVEL LINE MANAGER	Executive: Learning & Development
LINE MANAGER	Project Director: Learning & Development Training
SUBORDINATE	Administrative assistant TCMS
2 ND LEVEL SUBORDINATE	n/a

ORGANOGRAM



SECTION B: POSITION DESCRIPTION

MAIN OUTPUTS FOR THE POSITION	TIME SPENT (%)
Output 1 Manage TCMS (System) and Data	40 - 60%
<ol style="list-style-type: none"> 1. Manage TCMS developments and enhancements (new system and ongoing developments in the system) (includes explaining TCMS processes to the IT team and oversee system developments, enhancements, and Training Regulations changes.) 2. Test system changes, offer corrections where necessary, and grant business acceptance approval for all completed testing. Test system changes before end user acceptance testing, or, when appropriate, perform end user acceptance testing 3. Identify TCMS enhancements 4. Implement Training Regulation changes onto the TCMS (annually) 5. Execute data requests, reporting needs etc 6. Analyse training data and take necessary steps to correct data in TCMS through data modification and iMIS. 7. Ensure the integrity of the training contract and training office data including certificates of registration, discharges, and completion, ensuring that the correct electives are selected and that the current training contract dates are accurate. 8. Assist with the development of user requirements and specifications 9. Ensure that Regulator monthly data from TCMS is rectified and ensure that the daily reports are submitted. 10. SAQA – Ensure that the monthly data upload report is generated and forwarded to team member for iMIS data corrections. Address the data inconsistencies in both iMIS and the SAQA system for the annual submission. 11. QCTO- Monitor monthly training contract applications, cancellations, and discharges to compile data for quarterly reporting on training contracts in TCMS. Same data is used to compile the yearly report. 12. SETA – Submit monthly reports to SETA and provide the necessary supporting documents to SETA for the selected sample size. 	
Output 2 Manage TCMS operations	40 - 60%
<ol style="list-style-type: none"> 1. Respond to queries sent to my mailbox and TCMS mail box sent from trainees, training officer, training office administrators, SAICA internal users. [This may range from advice on how a TCMS process work, interpretation of the Training Regulations, technical queries that requires an investigation in a SAICA system. If it is a technical matter, assist with the actual request in the system e.g. Inviting trainees to TCMS and EAT, Password resets in iMIS, data modification to correct the incorrect requests or data in TCMS.] 2. Follow up on internal approval of training contracts request. 3. Approve Academic remission requests, Proof of achieved qualification requests, proof of enrolment requests, Elective changes requests. 4. Assist with documents upload for training contract applications in TCMS and save other supporting documents in SharePoint. 5. Action the approved penalty waiver request in TCMS. 6. Develop and maintain TCMS reports and PDU reports e.g. new reports, including necessary fields or columns in existing reports. 7. Develop and maintain guidance documentation for TCMS process. 8. Engage with developers/service providers in co-operation with the PMO for the new TCMS portal and D365 function for Training department user requirements. 9. Ongoing TCMS and EAT integration issues through reporting of incidents. 	

Output 3 Finance	20 - 40%
<ol style="list-style-type: none"> 1. Monthly monitoring of training contract fees and levies 2. Monthly reporting of TCMS invoices awaiting proof of payment to SAICA finance 3. Provide proof of invoices and proof of payments received to SAICA finance as and when required. 4. TCMS penalty waivers and credit notes approvals when required. 5. Annually update iMIS with the latest training contract fees and training office fees, ensuring that the new fees are properly reflected in TCMS. 	

Note: Time spent ranges are provided as the number of activities required for this role are extensive and it is recommended another resource be provided to assist with this role

SECTION C: JOB EVALUATION CRITERIA	
1. KNOWLEDGE AND SKILLS	
<input type="checkbox"/> FORMAL EDUCATION	<ul style="list-style-type: none"> • IT Certificate / Diploma
<input type="checkbox"/> TECHNICAL/ LEGAL CERTIFICATION	<ul style="list-style-type: none"> • Knowledge and understanding of: <ul style="list-style-type: none"> ○ Knowledge of Training Regulations ○ Knowledge of Accreditation Processes ○ Understanding of Role of Relevant Training committees ○ Data Analytics ○ Basic programming and software development ○ Word ○ Excel ○ Outlook
<input type="checkbox"/> EXPERIENCE	<ul style="list-style-type: none"> • 3-4 years data management and data systems experience

2. COMPETENCIES	
KNOWLEDGE	
COMPETENCY	DESCRIPTION
<input type="checkbox"/> Business Acumen	Knowledge and understanding of the principles of business, the application thereof, the opportunities within business and the seizure of such opportunities
<input type="checkbox"/> Financial Knowledge	Knowledge and understanding of financial practices and standards prescribed by regulation authorities
<input type="checkbox"/> Performance management	Understanding performance management policies and procedures
<input type="checkbox"/> HR policy and procedures	Understanding HR policies and procedures to support people management processes
<input type="checkbox"/> Information Technology	Understanding of ICT prescribed practices and legislative requirements for data security and information management Technical understanding of IT systems
<input type="checkbox"/> Governance and Compliance	Ability to implement and follow governance and compliance procedures

SKILLS	
COMPETENCY	DESCRIPTION
<input type="checkbox"/> Adaptability	The ability to quickly adapt to new technologies, tools, and environments. Flexible and able to handle unexpected situations or changes in priorities effectively.
<input type="checkbox"/> Administrative	The ability to use knowledge of administrative techniques, tools policies and/or procedures to provide enabling functions
<input type="checkbox"/> Analytical	The ability to analyse situations and to arrive at the best possible solution
<input type="checkbox"/> Collaboration	Deliberate and intentional effort to work together towards a common goal or objective
<input type="checkbox"/> Computer	The ability to utilise the correct computer software and the relevant functionality applicable to the outcomes required
<input type="checkbox"/> Communication	The ability to communicate effectively and efficiently at all levels in the organisation
<input type="checkbox"/> Critical Thinking	The ability to conduct disciplined intellectual criticism that combines research, knowledge of historical context, and balanced judgment
<input type="checkbox"/> Detail Focused	The ability to attend to finite detail whilst executing outputs to ensure the quality-of-service delivery
<input type="checkbox"/> Interpersonal	The ability to interact with people at all levels in the organisation
<input type="checkbox"/> Organising	To apply or impose efficient working methods in order to work effectively or make somebody else work effectively
<input type="checkbox"/> Planning	Planning to manage prioritisation of tasks to meet deadlines
<input type="checkbox"/> Problem Solving	The ability to apply the principles of problem-solving techniques to identify and resolve a problem in the best interest of all stakeholders
<input type="checkbox"/> Project Management	The ability to define, scope, plan and execute projects according to international project management methodology
ATTRIBUTES	
COMPETENCY	DESCRIPTION
<input type="checkbox"/> Customer/Stakeholder Focused	The awareness of the customer/stakeholder needs, and expectations and the fulfilment of the customer/stakeholder needs and requirements
<input type="checkbox"/> Growth capacity / personal development / Lifelong learning	The mindset and ability to develop and improve one's self over time
<input type="checkbox"/> Execution Excellence	Commitment to always doing ones best and producing high quality outputs
<input type="checkbox"/> Motivated	The ability to feel enthusiastic, interested and committed to do something or have the effect on other people
<input type="checkbox"/> Reliability	The ability to be trusted to do what is expected in terms of work outcome
<input type="checkbox"/> Resilience	The ability to process information, negative and positive, and be able to continue work without negative effect
<input type="checkbox"/> Team Player	The ability to operate within a soundly managed team whilst respecting the diversity of the team members

3. DECISION MAKING

- 3.1. What are the most regular and complex challenges in the job? Please provide a couple of examples of regular problems that need to be resolved and not ad hoc scenarios or cases. Also indicate how these problems or challenges will be resolved.
- EG. Legacy Systems, runs slower, takes longer to execute tasks, and requires much more time-consuming maintenance, patches, updates, and helpdesk calls. For instance, TCMS demands numerous system patches, leading to extensive time dedicated to fixing and testing the updated code. Despite efforts to address issues, the system tends to break down shortly after being repaired. Additionally, iMIS operates at a sluggish pace and frequently experiences shutdowns. Users require a functioning system equipped with up-to-date technology to ensure seamless operations.
 - EG. System downtime hinders both external and internal users from carrying out their tasks. The organization should consider investing in cloud services and Software-as-a-Service (SaaS) applications. This shift can mitigate the risk of system downtime and data loss by storing information in remote systems that are not susceptible to on-premise server problems.
 - EG. Manual data entry and processing has placed a burden on individuals to be consistently accurate in all aspects of their tasks. Inconsistencies in data entry can lead to errors, mis-keyed information, and the need for thorough reporting and verification, which can be both time-consuming and costly. Automation in this area can offer substantial time savings.
- 3.2. Please name the resources utilised by the jobholder to solve problems or make decisions, e.g. the internet, manuals, policies, procedures, external resources, etc.
- Training Regulations
 - External resources
 - Internal IT department
 - Line manager
 - Internet and IT systems (TCMS, iMIS, SSRS, EAT, GoodEx)
- 3.3. Please provide the typical planning cycle of the job – macro as well as micro planning, e.g. macro – 3 – 5 years and micro – 1 year. Also provide examples to elaborate on the answer.
- Macro: 12 – 24 months
 - Micro – 3 – 12 months: Technically interpret SAICA Training Regulations to determine the appropriate technical implementation of the updated SAICA Training Regulations into TCMS.
- 3.4. How long will it normally take before the impact of the judgement calls made by the jobholder will be felt in the business?
- Minimum 12 – 18 months
- 3.5. What type of practices, procedures, policies, systems or outputs does the jobholder influence or change in his/her role as a Professional/Technical consultant or specialist – operational, tactical or strategic? Please apply the 60/40 rule and provide examples to elaborate on the answer.
- Implementation = **80%**
 - Strategy contribution = **20%**

4. ACCOUNTABILITY

4.1 What type of decisions can the jobholder take within his/her area of accountability and what type of decisions will typically be referred to the direct manager for sign off? Please provide a couple of examples of regular decisions/problem solving or judgement calls and not ad hoc scenarios or cases.

❑ **Jobholder accountability**

- Accountable for all outputs as defined: EG. Recommend system development and enhancements, Business acceptance testing, Reporting, both internal and external, Monitoring of training contract fees.
- Makes recommendations for approval by management: EG. System changes approvals, Some Training Regulations interpretations, Decisions that have financial impact.

❑ **Referral to Head of Department/Line Manager for approval**

- As per Delegation of Authority
- Makes recommendations for approval by management



5. COMMUNICATION

5.1 Please provide examples on the context, range and complexity of subject matters being communicated by the jobholder as well as the context, format and process of communication used to reach the target audience. Please refer to both verbal and written communication. (*Concentrate on issues that make the communication process complex, e.g. communicating information to an audience that is not familiar with the concepts and technology, communicating to an audience that has their own opinions and the subject matter is of such a nature that no single interpretation can definitely be shown to be correct and the jobholder has to persuade the audience under these circumstances of what he/she thinks the best practice is, etc.*)

5.2 **Verbal Communication and examples:**

- Line Managers (Heads of Functions) – factual to complex: for soliciting support and information
- External Stakeholders – complex: Communicating the TCMS process to new and inexperienced users can be challenging, as some individuals may overlook the communication and the necessary steps to follow within TCMS.
- Staff – factual

6. APPROVAL

Approval	Name	Signature	Date
LINE MANAGER	Name: Neo Tsholetsane Title: Project Director		18 March 2024
HUMAN RESOURCES BUSINESS PARTNER	Name: Mandy Mendes Email: mandym@saica.co.za		
2ND LEVEL LINE MANGER	Name: Mandi Olivier Title: Executive: Learning & Development		22 March 2024