

# career opportunity

## Quality Manager

The Council for Scientific and Industrial Research (CSIR) is a leading scientific and technology research organisation that research, develops, localises, and diffuses technologies to accelerate socio-economic prosperity in South Africa. The organisation's work contributes to industrial development and supports a capable state.

### Conferencing & Accommodation (C&A) Quality Manager

#### About the job:

The CSIR International Convention Centre (ICC) group, known as CSIR Conferencing & Accommodation (C&A), comprising of the ICC, Newton's Eatery, Knowledge Commons meeting hub and Entabeni overnight accommodation, has a vacancy for **Conferencing & Accommodation Quality Manager**. The incumbent is responsible for overseeing the highest level of customer and guest satisfaction and operational excellence across the group (ICC, Entabeni, Knowledge Commons and Newton's), develop and implement quality control measures, monitor service delivery, coordinate certification audits, and foster a culture of continuous improvement, and company sustainability guidelines adherence, collaborate with various departments to maintain and enhance the groups reputation for exceptional service and guest experiences. The position is based in **Pretoria**.

#### Key responsibilities:

- Guide the establishing and maintaining of quality standards for all aspects of operations in collaboration with Management Team.
- Oversee the development of standard operating procedures, guidelines, and checklists in all departments to ensure consistency in service delivery and operational processes.
- Regularly review and update quality control measures to reflect changing guest expectations and industry trends.
- Coordinate and manage regular internal and external quality audits and inspections, analyse findings and collaborate with department managers to address deficiencies and implement corrective actions.
- Establish, implement and maintain operating standards, processes and procedures for the gathering and use of customer feedback for the continuous improvement of the quality of the total product offered by the CSIR ICC, Newton's, Knowledge Commons and Entabeni, and ensure the daily satisfaction of clients by identifying trends and areas of concern in guest feedback and work with relevant teams to implement improvements.
- Deal with guest complaints and emergencies which need to be escalated above department manager level.
- Coordinate and oversee the implementation and communication of Protocol standards across all Centre departments to ensure that the Centre complies with State and International Protocol standards at all times,
- Contribute to the credibility of the Centre's brand by ensuring entrance of, implementation and appropriate recognition on relevant national and international grading schemes, award schemes and quality and other standards systems.
- Lead initiatives to drive continuous improvement across group operations and services.
- Facilitate cross-functional teams to identify and implement process improvements, cost-saving measures, and innovative solutions.
- Regularly analyse performance metrics to track progress and measure the impact of improvement efforts.

- Develop a panel of suppliers and communicate value adding products/ services for clients, e.g. In-venue experiences, Bureau de Change, Travel Agent, Car Rental and establish good relationships with suppliers for mutual benefit.
- Contribute to the annual strategic planning process through reports, information, ideas and budget formulation to ensure that the Centre remains competitive and able to grow.
- Prepare and present monthly feedback, quality performance, audit results and improvement initiative reports.
- Establish and maintain a healthy working environment in support of good employee relations and cross functional teamwork to assist in achieving the group's goals by communicating effectively with department heads and staff to ensure a clear understanding of quality expectations and goals.
- Serve as the Privacy Champion for the group.
- SHEQ Perform duties and take responsibility for SHEQ matters within department and embed a culture of SHE awareness and compliance amongst staff.

#### Qualifications, skills and experience

- Bachelor's degree in hospitality management, Business Administration, or a related field with at least three years' experience in conference and/or hospitality industry, or event management, or in the conference industry, or experience with Customer Relations/Quality – Knowledge of the conference industry
- Protocol / international relations knowledge
- Customer focussed
- Problem solving
- Integrity and honesty
- Adaptability
- Decision making
- Friendly disposition
- Ability to deal positively with stressful situations
- Conflict management
- Attention to detail
- Listening and communicating skills
- Good interpersonal skills
- People orientated Ethical orientation
- Quality orientation
- Stakeholder management
- Assertiveness
- Business acumen
- Change management
- Initiative
- Strategic thinking
- Attention to detail
- Building relationships

All international qualifications require an evaluation report / certificate issued by the South African Qualifications Authority (SAQA).

*Closing date: 11 October 2024*

Submit your application on the CSIR Website [click here](#).

**PLEASE NOTE THAT FEEDBACK WILL BE GIVEN TO SHORTLISTED CANDIDATES ONLY.**

For more info, please contact the CSIR Recruitment Centre on **012 841 4774** or email us at [Recruitmentinfo@csir.co.za](mailto:Recruitmentinfo@csir.co.za).