



JOB PROFILE:

Technical Manager

1. POSITION DETAIL	
JOB TITLE / FUNCTION	Technical Manager
Generic Market Job Title	Manager
LOCATION:	Cape Town
DATE REVIEWED:	08/11/2022
GRADE LEVEL	
OVERALL PURPOSE OF THE JOB	
Operational management of the office and technical departments to ensure achievement of the SACAA mandate. Accountable for the management of operational standards, Policies and Procedures, the financial viability of the business, resources, functions and structures required in the Regional Office.	

2. EDUCATION (FORMAL QUALIFICATION REQUIRED)	
MINIMUM	
National Diploma or related qualification in Aviation Security or Aviation Infrastructure or Aviation Safety Operations or Pilot license	
IDEAL	
Possess a Planning, Engineering or Commercial Business Degree / Degree or equivalent qualification from a recognised tertiary institution.	

3. EXPERIENCE (MINIMUM EXPERIENCE REQUIRED - TYPE AND NUMBER OF YEARS)	
JOB TITLE / FUNCTION	MINIMUM TIME SPENT IN JOB
Aviation professional	10 years
Manager	2 – 3 Years

4. POSITION IN THE ORGANISATION	
Organisation	SACAA
Division	Client Services
Department	Southern Region Office
Section	All
Position being Evaluated	Technical Manager
1st Line Manager	Regional Manager Southern Region Office
2nd Line Manager	Executive: Corporate Services
Direct Subordinate(s)	Inspectorate and administrative staff

5. POSITION DESCRIPTION		
KPA / MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION	DETAILED DESCRIPTION	WEIGHING / TIME SPENT
Operational Management	Manage Master Surveillance Plan (MSP) in collaboration with Head Office ensuring adequate safety oversight of the aviation industry in the region. Responsible for the continuous review of operational performance against the MSP and the progress of programs	30%

Financial Management	Manage annual budgets for the regional office, control expenditure and implement control procedures and where necessary rectifies variances.	10%
Client Service Excellence	Monitor and maintain client/customer service standards in the region in line with international trends. Professionally respond to e-mails, voicemails and phone calls from both external and internal customers.	10%
Governance & Compliance	Ensure compliance to approved quality, safety, environmental and risk management plans / processes as per the ISO and other company and legal requirements. Introduce a system to monitor compliance to requirements that provides feedback on non-conformance and take corrective action to rectify deficiencies within the regional office. Contribute to the formulation, review and implementation of strategy, policies and procedures to ensure validity	10%
Talent Management	Ensure that regional office employees adhere to SACAA time and attendance requirements. Establishing the KPA/I's and weightings thereof for direct reports to reflect SACAA strategic focus / intent and suggest changes over the cycle to steer the region accordingly to ensure achievement of their agreed objectives. Ensures appointment, retention and development of a competent staff establishment within the dictates of the organization's policies and obligations under the relevant Labour / Employment Acts.	10%
Examination Administration	Manage the administration of Examinations in the region.	10%
Reporting	Coordinate and facilitate the timely reporting of regional office activities to the Regional Manager.	20%

6. Job Evaluation Criteria	
Decision Making	
Q:	Not applicable for this exercise.
	N/A
Accountability	
Q:	Not applicable for this exercise.
	N/A

7. Competencies (Skills and Behavioural Attributes)	
SKILL	WEIGHTING IMPORTANCE
CORE COMPETENCIES	PROFICIENCY LEVEL
Judgment and Decision making	Advanced
Problem solving and analysis	Advanced
Attention to detail	Advanced
Planning and organising	Advanced
Technological Acumen	Intermediate
Innovation	Advanced
Stakeholder relationship management and engagement	Advanced
Self-Leadership	Advanced
Resilience	Advanced
Learning Orientation	Advanced

Communication	Advanced
Report Writing	Advanced
Interpersonal Skills	Advanced
Displays Diplomatic Protocol	Advanced
Risk Management	Advanced
Cross-functional Collaboration	Advanced
Learning Agility	Advanced
Customer Service Excellence	Advanced
Project Administration	Advanced
Time Management	Advanced

LEADERSHIP COMPETENCIES	PROFICIENCY LEVEL
Emotional Intelligence	Advanced
Adaptability	Advanced
Influencing	Intermediate
Accountability and Responsibility	Advanced
Leadership	Advanced
Diversity Management	Advanced
Negotiation Skills	Intermediate
Monitoring and Evaluation	Advanced
Conflict Management	Advanced
Developing Others	Advanced
Systems and Strategic Thinking	Intermediate
Project Management	Advanced
Business Acumen	Intermediate
Change Management	Advanced
Corporate Governance and Fiduciary Duties	Basic
Financial Acumen	Intermediate
Diplomacy	Advanced
Strategy Development	Intermediate
Organisational Performance	Intermediate
Agile Leadership	Advanced
Growth Mindset	Advanced
Employee Engagement	Advanced

FUNCTIONAL COMPETENCIES	PROFICIENCY LEVEL
Investigation Skills	Advanced
Research and Root cause analysis	Advanced
Managing Complexity	Advanced
Safety/ Security Management	Advanced
Analytical Skills	Advanced
Cyber Security	Basic
Monitoring and Evaluation	Advanced
Risk and Performance-Based Orientation	Advanced
Quality Management	Advanced

8. Other Special Requirements

All tasks and responsibilities as specified by the SACAA's Strategic Plan, the Performance Agreement with the DOT, the CAA Quality Manual and CAA Quality Procedures references, including references to all staff.

