

Vacancy

Position Title	Projects Coordinator		Reports to (Position)	Regional Manager		
Department	450/1 - Management		Reports to (Manager)	Morne Steenkamp		
Employment type	Permanent		Vacancy reference no.		VCP-AFR-313	
Location	Cape Town		Advert Release Date		22-Mar-2018	
Response deadlines	INTERNAL Applicants		22-Apr-2018	EXTERNAL Applicants		22-Apr-2018
Job Purpose	To assist internal clients (projects) to continuously improve efficiencies through the implementation of world class asset management best practices, processes, systems and techniques; transferring knowledge and skills, and building the internal capability to implement and sustain asset management improvement initiatives that will deliver bottom-line results at our clients. The main responsibility of the this position is to ensure standards and best practices are applied and aligned between the different projects.					

Key Performance Areas and Objectives (refer to PMS for standards required)

Strategy

No. of sub-headings

0

1. Implementation of the company/department's strategy.
2. Ensure clear understanding of strategy by all employees.
3. Ensure all decisions / actions are in line with strategy.
4. Support transformation (Employment Equity) and BEE initiatives

Business Management

No. of sub-headings

0

1. Ensure employee adherence to all group procedures / brand standards
2. Implement company specific procedures, ensure adherence
3. Assist with compiling budget, monthly financial control
4. Participate in management meeting
5. Implement staff development and succession planning
6. Employee engagement
7. Compliance to ERP procedures
8. Ensure that company values are lived by self

Business Development

No. of sub-headings

0

1. Act as true Pragma ambassador (brand, professionalism).
2. Additional work opportunities at existing and potential clients are identified and passed on to sales.
3. Where required, input is given to assist with solution definition and scoping of new projects.

Operations

No. of sub-headings

5

See below for details

KPA Sub Headings

Service Delivery

1. Enablement and training of AM resources to effectively deliver "Pragma Way" in Africa continent. (Implementation)
2. Successful implementation of the following Business Processes (BPs) for all new and existing clients:
 - 2.1. ACCF
 - 2.2. ARA
 - 2.3. WP&C
 - 2.4. WHS
 - 2.5. ACPD
 - 2.6. FI
 - 2.7. AMIP
3. On Key/SAP Tools and relevant interfaces are used effectively in support of all clients.
4. Business Intelligence Tools (eg SSRS reports) are used effectively to enable informed management decision-making at clients.
5. Implement value added activities

Relationship Management		
Building long term relationships with clients so that they regard Pragma as their trusted partner for improving the performance of physical assets 1.1. Has SLA been clarified with client for desired intent and progress? 1.2. Is the SLA one that will put shared success before Pragma gain? 2.1. What is the root cause of issues? 2.2. Who are the decision makers that can influence success? 2.3. What are the real source of issues, not just symptoms? 3.1. Am I sure that the current solution and deliverables is the best possible one? 3.2. Are the suggested staff part of Steering Committee and attending the meetings? 3.3. Do we have a clear process for implementing an improvement plan? 3.4. Are there clear owners for improvements? 3.5. Do the client have the capacity and the desire to own and implement the improvements? 4.1. Where will resistance come from and why? 4.2. How is the change managed? 4.3. Is there a culture of respect and involvement? 4.4. Who are the key stakeholders? 4.5. How will the improvements be managed? 5.1. Who will own and manage the measurement process? 5.2. Do we have clear definition of the performance measures? 5.3. What is the frequency of the measurements? 5.4. Do we have clear action plans with responsible persons and due dates? 6.1 Can we be sure people are not faking it (acceptance of change)? 6.2. Have knowledge been transferred to client and formalised in meeting structures and procedures? 6.3. Have we been able to embed the change at the client? 6.4. Have the necessary knowledge been transferred to the client? 7.1. Is there a case study indicating the tangible improvements achieved? 7.2. What is the next step in the relationship?		
Project Management		
ACC Services, project and training interventions are managed effectively and profitably, as defined in the client proposal and SLA or project plan agreed with the client.		
Liaison with Client Internal Customer Groups		
1. Ensure regular communication with key individuals, building management committees, and any other nominated contract person as per agreement with JP Morgan Chase Bank. 2. Communicate and advise all internal customers of matters affecting the working environment, such as suspension of lift services/ air-conditioning services, etc. 3. Liaise with the customers to ensure business operations are not affected or disrupted. 4. Develop effective communication lines and relationships with the clients on site. 5. Attend to client queries.		
People Management		
1. Ensure that Pragma Resources Policies and Procedures are complied with. 2. Manage Pragma site labour-relation issues in accordance with Pragma Policies and Procedures and statutory requirements. 3. Ensure staff comply to stipulated standards of the signed client agreement and SLA's. 4. Coordinate monthly meetings and ad-hoc team-buildings. 5. Develop succession planning to ensure compliance with Pragma contract obligations. 6. Annually review staff training in line with SLA and recommend training where necessary. 7. Review organisational structures, processes and procedures. 8. Contingency planning: making there's enough workforce to carry duties. 9. Regular staff communication via email and 1 on 1's.		
HSSE Culture	No. of sub-headings	0
1. Accept full responsibility for compliance to all general HSSE requirements as stipulated in the Pragma employee "HSSE Code of Conduct". 2. Demonstrate support for the Pragma commitment and policy on HSSE (Making goal zero personal). 3. Participate in support of the 4 Golden Principles (comply, intervene, respect and re-use). 4. Accept and take full responsibility for any specific HSSE role that Pragma might require (formal appointment in writing)		

Required Competencies				
Competencies and Skills (Ability/Talent)		Knowledge (Learning / Comprehension)	Attributes (Strengths / Characteristics)	
Competencies		<ul style="list-style-type: none">- Sound knowledge of the methodologies, business processes and technology used by Pragma- KPI identification and report development from databases- Knowledge of continuous improvement practices and problem solving techniques- Understanding of the Asset Management Improvement Program (AMIP) growth model facilitation process- Knowledge of standard asset management KPIs (definitions, use)- Pragma problem solving/CI method (CI techniques like brainstorming, 6M and 5 Why)- EAMS: Pragma On Key (basic modules or other client specific CMMS/EAM)- Knowledge of Pragma's Optimum Maintenance Mix (OMM)/RCM process- Basic knowledge of the Occupational Health and Safety Act and programmes- Intermediate computer literacy in MS-Office- Knowledge of PAS 55 and its application in industry- Change Management knowledge	Typical strengths	Adjectives
Work Standards			Activator	Trustworthy
Coaching			Communication	Intelligent
Developing Others			Analytical	Professional
Communication			Focus	Organized
Energy			Includer	Knowledgeable
Other Skills			Other <ul style="list-style-type: none">- Approachable, friendly, polite and helpful when dealing with customers and colleagues- Punctual and reliable- Self-motivated, team and service orientated	
<ul style="list-style-type: none">- Aligning performance for success- Building customer loyalty- Communication- High work standards- Managing conflict- Delegating responsibility- Building trust- Planning and organising- Managing work- Energy				
Required Experience and Qualification/s				
Experience		Qualification/s		
<ul style="list-style-type: none">- More than 2 years' asset management experience- EAMS/CMMS; SQL; Reporting tools (SSRS)		<p>Essential for the post</p> <ul style="list-style-type: none">- N.Dip (Eng) <p>Preferred for the post</p> <ul style="list-style-type: none">- B. Eng/Tech Engineering		
Preference	Preference will be given to suitable internal candidates in line with company policies.			
Employment Equity	The company's employment equity plan and targets will be considered as part of the recruitment process.			
Further Information	For more information or questions about the position you can contact Applicants at applicants@pragmaworld.net			
How to apply	If you meet the minimum requirements as indicated above and you strive to be the best in the environment you operate within, come and join our team! Follow the appropriate link below (or copy and paste it into your web browser) to complete Pragma's online candidate screening questionnaire.			
	Internal candidates (Pragma employees only)	http://www.surveymonkey.com/s/Pragma_Internal_Recruitment		
	External candidates	http://www.surveymonkey.com/s/Pragma_Recruitment_Questionnaire		