



merSETA
MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) is a Schedule 3A public entity established in terms of the Skills Development Act (Act No. 97 of 1998) Registration Number 17/merSETA/01/04/20 to facilitate skills development for the Metal and Engineering, Motor Retail and Components Manufacturing, Automobile Manufacturing, Plastics Manufacturing and New Tyre Manufacturing Sectors Automotive Components Manufacturing Chamber.

EXTERNAL ADVERT

We have an excellent opportunity for the following professionals to join the Strategy and Research Division.

Manager: Quality Systems (D3)

Reference Number: MQS/HO/13/06/25

Salary Level (Min. to Mid): 968 048 - 1 192 197 pa

FIXED-TERM CONTRACT ALIGNED TO THE SETA LICENCE TERM
HEAD OFFICE

Purpose: The position is responsible for developing, implementing and maintaining the merSETA's Quality Management System, ensuring that it aligns to the organisation's strategic goals and operational requirements. The quality management system establishes comprehensive quality policies, procedures and documentation. The Manager: Quality Systems ensures compliance with ISO 9001 and relevant industry standards, staying updated on evolving requirements. The role is also accountable for conducting rigorous internal audits to assess the effectiveness of the quality system and implement strategies for continuous improvement.

Key Responsibilities

The ideal candidate should be able to fulfill and perform the following key responsibilities:

- Develop, implement and maintain a quality management system for the merSETA nationally according to international quality standards (ISO 9001).
- Ensure compliance with relevant industry standards, legal and regulatory requirements as well as internal policies.
- Develop and maintain a quality strategy that support the achievement of the organisations' strategic outcomes.
- Develop and maintain close working relationships with both internal and external stakeholders to identify opportunities for improvement.
- Lead and direct audits assessments across all the audit stages (planning, conducting pre-liminary audits and final audits).
- Conduct oversight and root causes analysis on audit findings to identify the best corrective and preventative action.
- Manage and resolve quality related issues and customer complaints.
- Help identify and address potential quality related risks to prevent audit findings and customer complaints.
- Develop, review and maintain the organizations policies, procedures, guidelines, forms and templates that support service delivery in line with best practices.



- Develop and deliver training programmes and guidelines to educate employees and management on quality standards, QMS procedures and best practices.
- Develop strategies to efficiently manage complaints and speedy resolution.
- Maintain an efficient and effective quality documentation system for the merSETA.
- Collaborate, develop, maintain and oversee financial budgets of the unit, ensuring that they are aligned to financial goals and processes of the organization.

Qualifications and Experience

- Degree or equivalent NQF Level 7 qualification in Quality Management / Engineering / Business Management / Risk Management /Project Management or related field
- 5 years' experience in Quality Management Systems environment
- 5 years' experience in management or supervisory position
- 3 years' experience in a regulated sector such as manufacturing, automotive, engineering, or public sector

Advantageous

- Certification as a lead auditor for ISO 9001 or other industry standards
- Efficiency in QMS management software and tools such as eQMS, CAPA systems and document control systems

Knowledge and Skills

- Analysis and Problem-Solving skills
- Customer Service Orientation skills
- Relationship Management skills
- Good Communication and interpersonal skills
- Financial acumen
- Innovative and proactive
- Project Management Skills
- Presentation skills
- Attention to Detail

Offer

The merSETA offers a competitive salary package and an opportunity to work with a dynamic and diverse team. If you meet the requirements and are interested in this exciting opportunity, please submit your application for consideration.

CLOSING DATE: 13 June 2025

The merSETA is an equal opportunity employer and preference will be given to suitably qualified Affirmative Action Candidates and People Living with Disabilities in line with the Employment Equity Plan. To apply for this opportunity, submit a fully completed job application form, a detailed curriculum vitae with three references, clearly quoting the Job Title and Reference Number as a subject in the email:

recruitment@merseta.org.za



Only short-listed candidates will be contacted. Should you not be contacted within 2 months after the closing date, please know that your application was not successful. The merSETA reserves the right not to make an appointment.

Applicants are urged to follow all instructions as outlined in the advert when submitting their applications.