

# Central Services Manager

## The Organisation

KLM Empowered was established in 2005 and is a proud Level 1 B-BBEE company.

With its vision firmly set on providing world-class, globally recognized skills transfer solutions to empower organisations and individuals to build and sustain their effectiveness, KLM Empowered has become well-known for excellence in the design, delivery, and project management of skills development, socio-economic development, and leadership development initiatives across South Africa.

Through its Centres of Business and Leadership Excellence, KLM Empowered has produced a remarkable track record of competence development and project success and remains the first choice among many esteemed clients for learnership/internship implementation and leadership development.

KLM Empowered's strength lies in its focus on building business-relevant skills, its entrepreneurial spirit, and the quality of its service delivery teams.

## Role Overview

Position Name	Central Services Manager
Position Type	Permanent
Reports to	Head of Operations
Direct Reports	Yes
Division	Operations
Location	Bedfordview
Key Customers	Internal Experience Managers and Quality Managers

## *The Greatness Effect*

KLM EMPOWERED, YOUR B-BBEE PROJECT MANAGEMENT, TRAINING SOLUTIONS AND ECO-SYSTEMS DESIGN PARTNERS  
FOR SKILLS, ENTERPRISE AND SOCIAL-ECONOMIC DEVELOPMENT

### Head Quarters

#### Physical Address

20 Skeen Boulevard, 3rd Floor, South Wing, Bedfordview, GMT, 2007

#### Postal Address

P.O. Box 752423, Gardenview, 2047

### Knowledge X-Change Centres of Excellence

#### Centre of Leadership Excellence

20 Skeen Boulevard, 3rd Floor, North Wing, Bedfordview, GMT, 2007

#### Centre of Business Excellence

H. Santos Building, 2nd Floor, West Wing, 30 Arena Close, Bruma, JHB, 2198

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## Role Description

### Purpose of the position

To manage the KLM Empowered learning experience administration process, from the preparation and delivery of learning materials and resources, to the collation and storage of learning experience data and documentation.

### Key Performance Areas

- Supervise the Central Services team, including performance management, coaching, and implementation of learning and development plans
- Compile and manage the master training plan
- Communicate training schedules to relevant stakeholders across the organisation
- Manage the following learning experience administration processes:
  - Preparation and delivery of learning materials and resources
  - Capture and storage of learner and experience data and documentation
  - Assessment and moderation (internal and external)
  - Recording and tracking of learner information and achievements
  - Preparation and distribution of certificates
- Manage logistics associated with the administration process
- Prepare relevant reports and presentations
- Liaise with relevant ETQAs

Role Requirements	
Qualifications	Matric plus a National Diploma in Administration or the equivalent
Experience	<ul style="list-style-type: none"> <li>▪ Minimum of five (5) years' experience in a similar role i.e. managing a sizeable team of administrators</li> <li>▪ Experience with an accredited training provider and in working with SETAs is essential</li> </ul>
Competencies Required	<ul style="list-style-type: none"> <li>▪ Able to work in a team-oriented, collaborative environment</li> <li>▪ Able to multi-task and operate in a fast-paced environment</li> <li>▪ Able to work under pressure and to tight deadlines</li> <li>▪ Excellent communication skills (verbal and written)</li> <li>▪ Excellent planning and time management skills</li> <li>▪ Organised and logical with high attention to detail</li> <li>▪ A passion for delivering memorable customer experiences</li> <li>▪ Powerful leadership and interpersonal skills</li> <li>▪ Advanced Microsoft Office skills</li> </ul>
Additional Requirements	<ul style="list-style-type: none"> <li>▪ A valid RSA driver's license and own transport</li> <li>▪ Ability to work extended hours if required</li> </ul>