Vacancy

Agrément South Africa (ASA) seeks to fill the following vacancy based in Pretoria:

SPECIALIST: QUALITY AND RECORDS MANAGEMENT (PERMANENT)	
Remuneration	**: R 520 000 per annum (All-inclusive Cost to Company)**
Reference Number	**: ASA00097/2025**
Closing date	**: 05 December 2025**

Purpose:

Agrément South Africa maintains ISO 9001 accreditation, complies with national archives records management legislation by embedding quality assurance and records governance across the organisation. This includes the promotion and support of operational excellence across the organization by ensuring compliance with ASA's Quality Management System (QMS) and Records Management requirements by leading the design, implementation, and maintenance of both frameworks, and driving continuous improvement initiatives that enhance customer satisfaction and ensure regulatory compliance.

Duties and Responsibilities Include (but are not limited to):

Quality Management System Oversight:

- Own and manage core QMS policies and processes including Process Auditing, Corrective and Preventive Actions to ensure system efficiency and regulatory compliance
- Develop, implement, and revise QMS documentation, including SOPs, work instructions, and quality manuals, ensuring clarity, accuracy, and alignment with ISO 9001 standards.
- Prepare for and support external regulatory audits by ensuring organisational readiness and facilitating collaboration with relevant stakeholders.
- Participate in continuous improvement initiatives by identifying and implementing enhancements to QMS processes, tools, and systems to drive operational excellence.
- Conduct risk assessments to identify potential threats to QMS integrity and regulatory compliance.
- Develop and implement mitigation strategies to proactively address identified risks and ensure sustained compliance.
- Provide guidance on relevant policies and procedures to fulfill obligations and conduct

certification activities by:

- Reviewing, implementing and managing integration of other management systems (e.g. ISO 14001) with ASA procedures and processes
- Analyzing and interpreting amendment/update impact on certification requirements
- Issuing non-compliance notice where applicable
- Performing review/acceptance of responses to non-compliance notices
- Reporting on QMS related matters

Organisational Efficiency and Process Assurance:

- Analyze QMS metrics and performance indicators, prepare detailed trend and deviation reports, and present insights and recommendations to executive management for decision-making.
- Lead cross-functional problem-solving sessions to address significant QMS issues using structured methodologies such as root cause analysis.
- Map and document end-to-end business processes across functional areas, ensuring clarity, consistency, and alignment with ASA's strategic objectives.
- Audit the efficiency and effectiveness of mapped processes, identifying bottlenecks, redundancies, and opportunities for optimisation.
- Evaluate process compliance with internal policies, ISO standards, and applicable regulatory frameworks governing the built environment and public sector operations.
- Lead cross-functional problem-solving sessions to address significant QMS issues using structured methodologies such as root cause analysis.
- Collaborate with functional leads to ensure that operational processes are not only efficient but also support quality outcomes and regulatory compliance.

Records Management

- Operationalize the ASA Records Management Strategy
- Develop and maintain a records management framework aligned with the National Archives and Records Service Act, POPIA and other relevant legislations including the records management policy, plans, SOPs and templates for digital and physical records storage, retrieval, maintenance, control, archiving and disposals
- Ensure the accurate application of the File Management and Tracking
  System

- Serve as a first point of contact for all records management related matters within the organisation and between personnel and third-party off-site storage providers
- Provide assurance to executive management on compliance with records legislation.
- Maintain all organisational records in line with archival regulations and ensure organisational compliance with approved file plans
- Communicate to staff on disposal updates

  Ensure the accurate disposal and protection of documents in line with national archival regulations
- Monitor and evaluate the performance of ASA's Electronic Records Management System and third-party off-site storage providers
- Ensure continuous improvement of the organisational records management framework

Project Management

- Lead and manage quality and records-related projects, including process optimization initiatives.
- Develop business cases for proposed improvements and present them to executive management.
- Monitor service provider performance and track project milestones, risks, and deliverables.

Stakeholder Management and Training

- Conduct training and awareness sessions on quality and records management.
- Liaise with internal departments, external auditors, and service providers.
- Respond to stakeholder queries and surveys related to certification and compliance.

Ad-Hoc Duties

- Perform related tasks given by the Executive Manager: Corporate Services

MINIMUM REQUIREMENTS

- A bachelor's degree in Built Environment/Quality Management or System/ Process or Industrial Engineering/Business Management/Business Administration, or any other related qualifications.
- 3 Years of experience in a similar field.
- Exposure to ISO Systems.

Managerial and Technical Competencies:

- Knowledge of PAIA, POPIA, ASA Act
- Project Management
- Ability to interact with highly skilled professionals
- Knowledge and understanding of QMS
- Ability to work with sensitive and confidential information
- Records management frameworks and compliance
- Analytical
- Presentation Skills
- Data analysis and reporting
- Negotiation skills
- Administrative skills
- Planning and organising skills

Generic Competencies:

- Accuracy (Essential)
- Attention to detail (Essential)
- Computer Skills (Essential)
- Communication Skills (verbal & written)
- Confidentiality (Essential)
- Time Management Skills
- Team Working Skills
- Problem Solving Skills
- Professionalism

Candidates will be subjected to integrity checks before the appointment is made. Interested parties should send their applications to **recruitment@agrement.co.za** with the correct reference number by **05 December 2025** at **16h30.**

Preference will be given to people with disabilities, White and Coloured males, and females whose appointment or promotion will meet the requirements for Employment Equity representativity in Agrement South Africa.

The processing of your personal information by ASA will be done in accordance with the POPI Act 4 of 2013.

NOTE: Those who applied previously need not to reapply as this is a re-advert.

Enquires: Ms Lesedi Khalo at lkhalo@agrement.co.za

Agrément South Africa reserves the right not to make an appointment.