

## Operations Coordinator (Contract Position)

### Who we are

Collective X is a not-for-profit organisation driving South Africa's national digital skills strategy to transform and improve the training and employment of our country's youth for digital jobs.

Our mission is bold: to create 500,000 high-value digital jobs for marginalised young South Africans by 2030. We drive change through three key pillars: transforming skills financing, enabling the market, and providing knowledge, innovation, and thought leadership.

As the coordinating intermediary of the national digital skills plan, our objective is to enable ecosystem-wide participation and ownership where government creates policy and regulatory frameworks that incentivise skilling for in-demand digital roles and the conversion to employment. Training providers produce high-quality, employable candidates at the right time and cost. Employers support young candidate development through practical on-the-job work experience and by creating real entry-level job opportunities.

At Collective X, you'll be part of an organisation positioned at the centre of South Africa's digital transformation. Working in a fast-paced, impact-driven environment, you'll contribute to building a thriving digital skills market that creates truly inclusive participation and meaningful economic change.

### Roles & responsibilities

To provide essential operational and analytical support across Collective X's programmes, contributing to project implementation, data management and monitoring & evaluation activities. Reporting to the Head: Client Implementation.

#### Administrative & Operational Support

- Supporting senior team members across various Collective X programmes and initiatives, ensuring smooth operational delivery and maintaining high standards of administrative excellence.

#### Data Management & Systems Administration

- Maintaining accurate and up-to-date information in Collective X's core systems including SharePoint, Salesforce CRM, and other programme management platforms.





	<p><b>Programme Coordination</b></p> <ul style="list-style-type: none"> <li>Assisting with programme planning, scheduling, and coordination activities across multiple initiatives.</li> <li>Supporting project timelines, milestone tracking, and deliverable management.</li> <li>Coordinating meetings and stakeholder engagements.</li> <li>Maintaining project filing systems and ensuring document version control.</li> </ul> <p><b>Monitoring &amp; Evaluation Support</b></p> <ul style="list-style-type: none"> <li>Supporting data quality assurance processes and verification activities. Contributing to progress reporting.</li> <li>Conducting basic data analysis and trend identification for programme insights.</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>Liaising with internal and external stakeholders to arrange schedules and guide activities.</li> </ul> <p><b>Stakeholder &amp; Partner Support</b></p> <ul style="list-style-type: none"> <li>Providing administrative support for partner communications and relationship management.</li> <li>Maintaining partner databases and contact information systems.</li> <li>Supporting partner onboarding processes and documentation requirements.</li> <li>Assisting with Skills for the Information Age (SFIA) reporting and compliance tracking activities.</li> </ul>
<b>Required qualifications</b>	<ul style="list-style-type: none"> <li>Relevant National Diploma or equivalent qualification.</li> </ul>
<b>Experience &amp; competencies</b>	<ul style="list-style-type: none"> <li>Minimum of 2 years' work experience in operations, M&amp;E, project management or related fields.</li> <li>Excellent project management skills including prioritisation, scheduling, and documentation.</li> <li>Ability to build strong relationships and communicate effectively with internal and external stakeholders.</li> <li>Excellent written and verbal communication skills in English</li> <li>Solid administrative ability to define and refine requirements</li> </ul>



- Employs strong analytical and problem-solving skills to manage shifting priorities, demands and timelines.
- Ability to learn quickly and be adaptable.
- Positive, can-do attitude with the ability to succeed in a fast-paced work environment.

## How to apply

Send your resume to [Nthabiseng@thecollectivex.org](mailto:Nthabiseng@thecollectivex.org) by 3<sup>rd</sup> October 2025

