

1. ROLE DETAILS

Role Title	Workforce Manager: Shared National DataForce
Business Unit	Workforce Warriors
Employment Type	Fixed-term contract for the 18-month pilot period, with the possibility of renewal subject to funding and pilot outcomes
Line Manager	Operations Director
Location	Cape Town or Johannesburg, with national travel as required
Salary	R45,000 per month

2. CORE OUTCOMES

Purpose

The Workforce Manager leads the day-to-day establishment, coordination and optimisation of the Shared National DataForce. As the primary operational interface between DataDrive2030, the Workforce Management Partner, ELOM Partner Organisations and study partners, the role ensures that appropriately skilled assessors are recruited, retained, trained, deployed and supported to deliver high-quality assessments across South Africa.

During the pilot, the role establishes the initial assessor cohort and then manages workforce planning, scheduling, development, performance, reporting and deployment across ELOM, national research and approved commercial opportunities. It also tests the long-term sustainability of the DataForce by improving utilisation, supporting revenue-generating work and documenting value for assessors, partners and the early learning data ecosystem.

Key Functions

Recruitment & Cohort Establishment

- Lead fair, transparent recruitment, selection and onboarding of approximately 165 assessors against pilot milestones.
- Select candidates using accreditation, performance, geography, language, tool competency, availability and travel readiness.

	• Coordinate screening, competency verification, contracting, payroll registration and compliance with DD2030 teams and the Workforce Management Partner. • Maintain recruitment and reserve-pool trackers; address provincial, language and tool-coverage gaps through targeted recruitment or training.
Workforce Planning & Deployment	• Forecast demand and translate study requirements into practical deployment plans. • Match accreditation, capability, language, geography and availability to each assignment. • Coordinate allocation and scheduling across concurrent studies; resolve conflicts, replacements and mobilisation risks within agreed timelines.
Training, Upskilling & Readiness	• Maintain an annual onboarding, refresher, tool-specific and CPD calendar with the DD2030 Workforce team. • Coordinate training logistics and attendance with the Workforce Management Partner. • Maintain training, accreditation and competency records; track validity and required corrective training. • Use quality and performance data to support individual development and progression into specialist, supervisory or training roles.
Performance, Quality & Retention	• Monitor deployment readiness, compliance, performance, wellbeing, engagement and satisfaction. • Coordinate feedback, coaching, remediation and development support, maintaining clear improvement records. • Track retention and attrition; sustain a replacement pipeline and coordinate onboarding of new assessors. • Use workforce feedback and exit information to strengthen retention, livelihoods, employability and career prospects.
Sustainability & Opportunity Development	• Maintain visibility of the ELOM study pipeline and identify suitable research, population-level and approved commercial opportunities. • Assess capacity before commitments, prioritising ELOM Partner Organisation needs and assessor wellbeing. • Support workforce inputs to proposals, budgets, quotations and service agreements; track opportunities, commitments and revenue-generating assignments.

	• Work with Finance and partners to monitor utilisation, revenue, commissions, cost recovery and reinvestment, and refine the DataForce sustainability strategy.
Partner & Stakeholder Coordination	• Help Partner Organisations define workforce needs, timelines, coverage and deployment requirements. • Clarify responsibilities, facilitate mobilisation meetings and maintain timely communication throughout deployments. • Gather service feedback, resolve operational issues and build trusted relationships with government, research institutions, NGOs, funders and other DataForce users.
Systems, Data & Monitoring	• Maintain accurate, confidential assessor records covering accreditation, capability, location, availability, training, deployment, performance, utilisation and retention. • Align DD2030 and Workforce Management Partner systems; maintain schedules and workforce dashboards. • Analyse workforce size, coverage, readiness, fulfilment, utilisation, retention, partner satisfaction and cost recovery to guide decisions, ensuring POPIA compliance.
Reporting, Governance & Pilot Learning	• Coordinate evidence and reporting against the DataForce logframe, funder indicators and governance requirements. • Prepare monthly, quarterly and annual inputs on recruitment, readiness, deployment, quality, livelihoods, partner uptake, revenue and sustainability. • Coordinate livelihood data, surveys, case studies and learning reviews; align narrative and financial reporting and support funder engagements. • Monitor the Workforce Management Partner agreement, service levels and risks; maintain meeting records and operating procedures. • Test and refine scheduling, deployment, training and retention approaches; document the operating and financing model and recommendations for continuation or scale-up.

Indicative Success Measures	
Workforce establishment	• Agreed assessor cohort recruited, contracted and onboarded against pilot milestones.
Workforce readiness	• Assessors maintain current training, accreditation and deployment readiness.

Training & development	Required learning and professional development delivered according to the annual plan.
Deployment fulfilment	Study requirements filled accurately and within agreed mobilisation timelines.
Utilisation & retention	Capacity allocated effectively; retention targets achieved and attrition replaced promptly.
Partner experience	Partner Organisations receive responsive, reliable workforce support.
Sustainability	Additional deployment opportunities secured and cost-recovery performance tracked.
Reporting & data	Accurate, timely funder reporting, workforce data and dashboards maintained.
Learning & improvement	Pilot lessons documented and converted into operating-model improvements.

3. REQUIREMENTS PROFILE

3.1 Qualifications	
Type	A relevant bachelor's degree (NQF Level 7) or equivalent demonstrated professional experience.
Preferred Fields of Study	Operations, programme or project management; human resources; business administration; logistics; research operations; or a related field.

3.2 Experience	
- Approximately 5–8 years' experience in workforce coordination, fieldwork operations, programme or project management, or a related operational role. - Experience coordinating distributed teams, complex schedules and competing operational dependencies across multiple locations.	

- Experience organising training, workshops or professional development activities.
- Strong stakeholder and partner relationship management, including service providers and funders.
- Strong data management, analysis and programme, donor or management reporting skills.
- Confidence using CRM, workforce management, scheduling or project management systems.
- Strong written and verbal communication skills.

3.3 Capabilities

National Workforce Planning	• Coordinates complex, distributed operations and converts changing study demand into realistic recruitment, readiness and deployment plans.
Operational Delivery	• Manages multiple priorities, dependencies and deadlines while maintaining momentum, accuracy and service quality.
Stakeholder Partnership	• Builds trusted relationships across assessors, Partner Organisations, funders, internal teams and service providers; clarifies ownership and resolves issues constructively.
Data-Informed Management	• Uses workforce, quality, financial and feedback data to identify risks, monitor performance and improve systems and decisions.
Commercial & Sustainability Awareness	• Balances social impact, workforce utilisation, partner priorities, assessor wellbeing and financial sustainability.
Learning & People Development	• Organises training, maintains accreditation readiness and supports assessor growth, dignity, employability and career pathways.
Reporting & Communication	• Produces clear, credible funder and management reports and communicates consistently with a national workforce and diverse stakeholders.
Problem-solving & Adaptability	

	• Works calmly and proactively across strategy and implementation, testing solutions while maintaining close attention to detail.
Pilot-building Mindset	• Motivated to build, learn from and strengthen a new national workforce model for continuation or scale-up.