Registered Trade Union Reg No. LR 2/6/2/1499
Affiliated to Fedusa and a member of IndustriAll.

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13 November 2026

UASA – THE UNION IS SEEKING AN ETHICAL, HIGHLY MOTIVATED AND PROFESSIONAL OPERATIONAL MANAGER TO JOIN OUR TEAM AT OUR CAPE TOWN OFFICE IN BELLVILLE

This is an itinerant position and the successful candidate will be required to travel extensively and sleep out from time to time.

QUALIFICATIONS/REQUIREMENTS

- National Diploma in Human Resources, Labour Relations, or an equivalent qualification. Relevant experience recognised through Recognition of Prior Learning may also be considered.
- Advanced knowledge and practical understanding of South African labour legislation, with the ability to interpret and apply legislation effectively.
- A sound understanding of the structure, purpose, functions and operations of a trade union.
- Proficiency in Microsoft Office, including Word, Excel and Outlook.
- A valid Code 8 / EB driver's licence and access to a reliable, roadworthy vehicle.
- A reliable mobile phone for effective communication.

PURPOSE OF THE POSITION

The Operational Manager will be responsible for servicing UASA Members, promoting membership growth, representing members in labour-related matters, developing shop steward structures, and ensuring professional engagement with employers, members and relevant stakeholders.

The position requires a committed individual who is able to balance recruitment, member service, representation, administration and stakeholder engagement in a professional and results-driven manner.

KEY RESPONSIBILITIES/COMPETENCIES

To note: the below constitute the primary, yet not exhaustive list of responsibilities for the candidate.

- **Membership Growth and Recruitment**
  The successful applicant will be responsible for driving net-positive membership growth within their

area of responsibility. This includes identifying new recruitment opportunities, activating inactive or pending members, building workplace networks, and supporting UASA's strategic recruitment initiatives and projects.

- **Member Service and Representation**
  The successful applicant will be required to provide professional, timeous and effective service to UASA members. This includes advising members on labour-related matters, providing regular feedback, and ensuring that matters are handled with appropriate urgency and professionalism.

  The role will also involve representing members in grievances, disciplinary hearings, conciliations, arbitrations and other labour-related processes where required.

- **Shop Steward and Branch Development**
  The Operational Manager will be expected to empower, train and develop a network of active UASA Shop Stewards, with a focus on strengthening recruitment, workplace representation and service delivery.

  The successful applicant will also assist with the establishment and functioning of UASA branches in accordance with UASA's Constitution.

- **Stakeholder Engagement and Union Representation**
  The successful applicant will be required to engage professionally with employer representatives, councils, task teams, workplace forums and other relevant structures in order to advance and protect the interests of UASA members.

  This includes negotiating and consulting with employers, representing UASA on relevant platforms, and promoting the image, role and purpose of UASA as a professional trade union.

- **Administration and Reporting**
  The successful applicant must ensure that all administrative reports, correspondence and communication are completed professionally and submitted timeously to UASA management.

KEY SKILLS AND COMPETENCIES

The ideal candidate should demonstrate the following:

- Strong communication skills, with the ability to communicate clearly, professionally and empathetically with members, employers and stakeholders.
- The ability to provide practical guidance and explain complex labour-related matters in an accessible manner.

- Strong advocacy and representation skills, with a commitment to protecting and advancing members' rights and interests.
- The ability to motivate, organise and mobilise members, shop stewards and workplace structures.
- Sound leadership and influencing skills.
- The ability to work independently, manage pressure and meet deadlines.
- Proficiency in English, being UASA's official language of communication. Proficiency in additional official South African languages will be advantageous.

PERSONAL ATTRIBUTES

The successful applicant should be:

- Ethical and honest;
- Reliable and accountable;
- Assertive, yet tactful;
- Professional and disciplined;
- Passionate about member service;
- A team player; and
- Committed to the values and objectives of UASA.

Job grading/salary band will be based on CL/CU, depending on skills, experience and qualifications.

A 6 (six) month probationary period will apply.

The following documents must accompany the application:

1. Application letter, stating the position for which you apply;
2. A detailed CV;
3. Certified copies of your identity document and driver's license;
4. Letter of reference or service record.

By submitting an application for employment, the Job Applicant irrevocably, unconditionally and voluntarily consents, but not limited to the employment processes, to the collection and processing of personal information in relation to discharging the obligations and functions in the filling of the vacancy.

UASA -The Union is an equal opportunity employer subject to the provisions of the Employment Equity Act.

Please note that if you have not heard from us within 2 (two) weeks after the closing date, your application has been unsuccessful.

Interested persons should forward their application to Mrs. Theresa Roux, Chief Administrator Payroll & HR by e-mail cv@uasa.org.za on or before the closing date.

CLOSING DATE FOR APPLICATIONS: FRIDAY, 27 NOVEMBER 2026