

JOB PROFILE

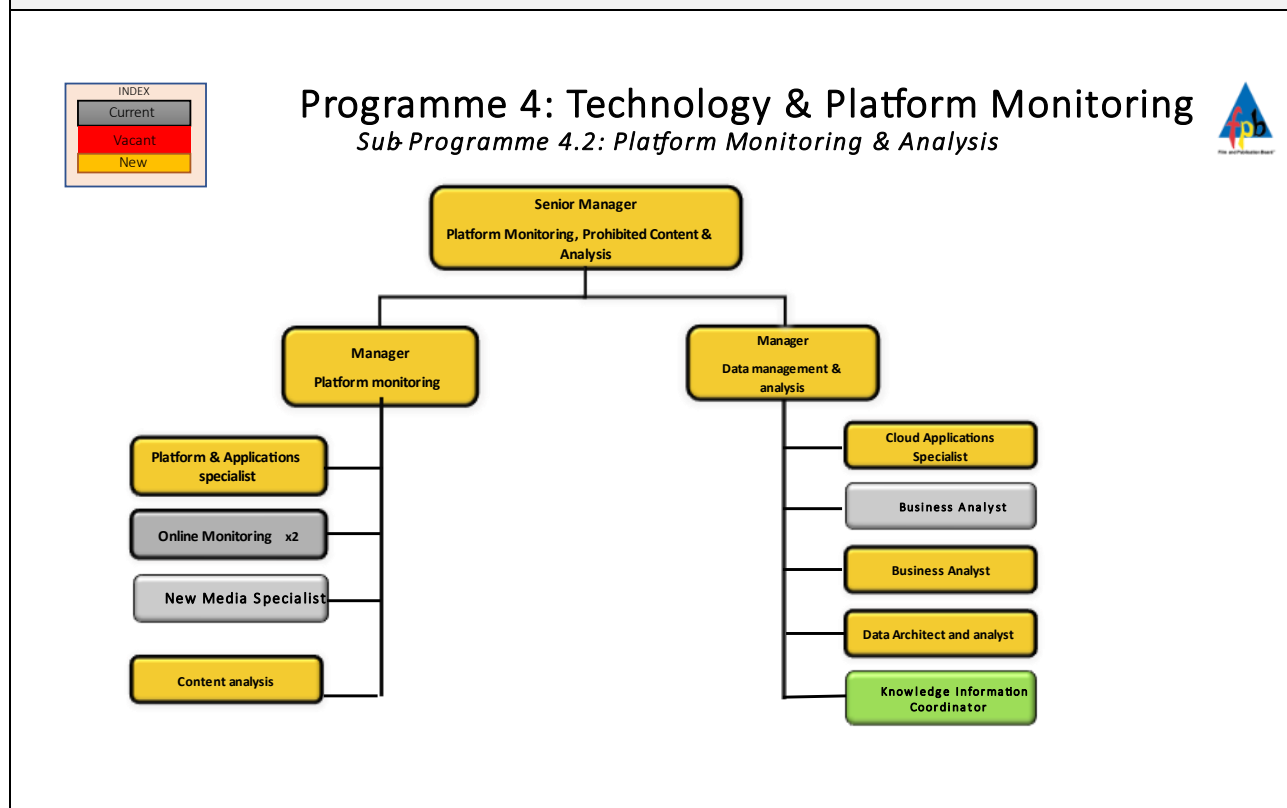
1. JOB DETAILS

Job Title	Manager: Platform Monitoring	Grade	D2
Discipline	Technology Support & Platform Monitoring	Sub-Discipline	Platform Monitoring & Analysis
Catalogue Code			
Date last reviewed	August 2022	Author	Temendis Learning confirmed

1.1 Career Path

Job Title	Future Jobs
Manager: Platform Monitoring	Senior Manager: Platform Monitoring, Prohibited Content and Analysis

1.2 Organogram



2. OUTPUT PROFILE

1.3 Purpose

Responsible for illegal content monitoring on platforms and ensuring that applications used by the public to report illegal content as well as inhouse applications for reporting content inspections, complaints escalations are spec'd and enhanced for smooth record keeping. Identification of tools to assist in platform monitoring as well as Online Distributor sampling on VOD, SVOD etc takes place.

1.4 Problem Solving	Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline
1.5 Planning Cycle	Medium term (6 months - 1 year)
1.6 Impact of decision making	1 – 12 months

1.7 Influence	
Who is the position required to influence?	Tick the applicable box
Not expected to influence practices	x
Is expected to come up with suggestions on improved practices	x
Influences or changes specific administrative or operational practices in a team, section or department	x
Influences or changes specific administrative or operational practices affecting more than one department	x
Influences or changes broad practices or policies affecting a whole division or business unit	x
Is required to convey information to others outside of own work area but inside organisation	x
Is required to convey information to others outside of own organisation	x
Is required to persuade individuals inside the organisation	x
1.8 Influence	
Who is the position required to influence?	Tick the applicable box
Is required to persuade individuals outside of the organisation	x
Is required to negotiate with individuals inside the organisation	x
Is required to negotiate with individuals outside of the organisation	x

1.9 Reports	
Allocation	Yes
Coordination	Yes
Supervision	4
Direct Management	4
Leadership through others	None

1.10 Communication

Type of communication	Employee needs to understand	Employee needs to carry out
Detailed technical and/or functional instructions or queries	x	x
Written company policy documents	x	x
Current legislation affecting the job holder's area of responsibility	x	x
Case law and legal findings affecting the job holder's area of responsibility	x	x
Articles and research affecting the job holder's area of responsibility	x	
Complex research findings published in scientific journals	x	
Program, system or design specifications	x	x
Factual reports on aspects of the business	x	x
In depth technical reports, proposals or project briefs affecting one or more business units	x	x
Routine communication in connection with instructions, requests or normal work tasks	x	x
Communication around escalated or difficult queries with customers or clients	x	x
Communication requiring a high level of diplomacy and sensitivity	x	x
Basic explanation of products or services to customers or clients	x	x
Detailed technical explanation of products, services or systems to internal or external customers or clients	x	x
Detailed verbal or written instructions or requests to employees or contractors	x	x
1.10 Communication		
Type of communication	Employee needs to understand	Employee needs to carry out
Detailed e-mail, fax or mail correspondence	x	x

1.11 Job Outputs	
Key Performance Area	Performance Outputs
Project Management Weight 20%	<ul style="list-style-type: none"> Providing vision and direction to the Agile development team and stakeholders throughout the project and create requirements. Lead the planning product release plans and set expectation for delivery of new functionalities. Liaise with Business analyst to ensure that platforms used to record inspections, escalations, FPB hotline and mobile app are refreshed or updated as and when the need arises.
Operation Business Unit Management Weight 50%	<ul style="list-style-type: none"> Ensure that the team always has an adequate amount of prior prepared tasks to work on. Ensure that content is sampled for Online distributors based on their catalogue volumes Ensure that content complaints on platforms escalated to the team are attended to and investigated in line with the unit's SOP Ensure content inspections are conducted for prohibited content

	<ul style="list-style-type: none"> • Work with research and define the customer segments served by the company's products. This will be based on developing a deep understanding of customer goals, the value customers derive from the product, and the business capabilities and digital strategies of the business domain. • Plan and prioritize product feature backlog and development for the product used by the team and other units for content monitoring and reporting. • Orchestrate a variety of stakeholders to achieve a shared vision of product goals and priorities. • Work closely with divisions/units to convey the product vision, continuously verify that the product fulfils those requirements and help the team ensure it is building the right product that will assist business to achieve its target (APP/OPP). • Maintain a full product life cycle perspective, and work to balance short-term achievements with long-term. • Define product vision, product road-map and growth opportunities for FPB Mobile App, E-visitation, FPB Hotline as well as any other new app required. • Assess value, develop cases, and prioritize stories, epics and themes to ensure work focuses on those with maximum value that are aligned with the FPB strategy. • Provide backlog management, iteration planning, and elaboration of the user stories for app used in platform monitoring. • Work closely with Business to create and maintain a product backlog according to business return on investment (ROI). • Provide an active role in mitigating impediments impacting successful team completion of Release/Sprint Goals. • Research and analyse market, the users, and the roadmap for the product. • Ensure that the FPB follow-up on the industry and compliance monitoring is carried out in all known platforms that distribute content that falls within our jurisdiction. • Keep abreast with Agile/Scrum best practices and new trends. • Ensure that due diligence is conducted when selecting or recommending applications for business use. Ensure that related training is provided for applications used in the organisation for monitoring content as well as technical support is provided. • Ensure that proper record keeping is done through Operations unit • Ensure effective processing of documents • Attend monthly MANCO meetings • Implement an annual operational business plan for the unit • Identify, assess and manage risk relating to the business unit • Ensure stakeholder relations is developed and maintained (internal and external)
<p>Reporting Weight 20%</p>	<ul style="list-style-type: none"> • Compile, submit and present Operational report on a monthly and quarterly • Compile, submit and present Risk management on a monthly and quarterly • Compile, submit and present Budget report on a monthly and quarterly • Any other operational reports requested
<p>Staff Management Weight 10%</p>	<ul style="list-style-type: none"> • Ensure that sufficient staff are available and properly trained • Prepare performance management contracts on an annual basis • Review performance management contracts on a quarterly basis • Approve leave applications • Guide staff in career development • Provide coaching, mentoring and guidance to reporting staff • Identify any training requirements in reporting staff and advise management • Transfer skills to staff for career development • Address any disciplinary issues

3. REQUIREMENTS PROFILE

3.1 Qualifications			
Type	Area	NQF Level	Importance
Bachelor's Degree or BTech Degree or National Diploma	Information Technology/Computer Science or related field	7	Essential

3.2 Professional Status

Accreditations	Not Applicable
Registrations	Not Applicable
Legal Appointments	Not Applicable
Memberships	Not Applicable

3.3 Experience			
Process/Place/Area	Involvement	Period	Importance
Digital Content Distribution and Regulation	<ol style="list-style-type: none"> 1. Content Distribution and Aggregation 2. Platform infrastructure and alignment 3. Social Media Platforms infrastructure 4. Content Streaming 	5 years	Essential

3.4 Skill level	Professional knowledge of theory and techniques in a specialized field, or knowledge of a number of fields, acquired through tertiary education and/or considerable experience
3.5 Job training/ familiarization time	Up to three months

3.6 Competencies		
Type	Description	Proficiency Level
Drivers Licenses	Code B: Motor vehicle license	Essential
Computer Literacy	MS Office	Intermediate
Behavioural Competencies	Analytical Thinking	
	Relationship Building	
	Communication	
	Problem Solving	
	Negotiation	
	Influencing	
	Assertive	
	Attention to detail	
	Planning and Organising	
	Leadership	
	Coordination	
	Consultation	
Conflict Management		

	Customer Service Orientation
Functional / Technical Competencies	Business Acumen
	Presentation
	Report writing
	Statistical analysis
	Research
	Financial Management

4. APPROVAL

	Name	Signature	Date
Grading Committee Representative			

FPB VALUES

Insert FPB values here –part of template (must be populated automatically)

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.