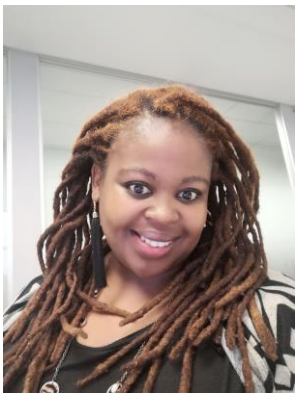
THULISILE BUSISIWE APHILILE MADIKIZA-SIYO

Call Name: Thuli
Cell: 072 060 4211
E-mail: tabntanta@gmail.com
ID Number: 850416 0788 082
Driver's License: CODE 08
Gender: Female
Nationality: South African
Availability: 1 month's calendar notice

Residential Address:
Greenwich Village
132 Holkam Road
Paulshof, Sandton
Johannesburg



Highest Standard Passed: Matriculated
Highest Tertiary Qualification: BA Human Resources Management

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CAREER OBJECTIVE

To pursue a highly rewarding career, seeking a job that is challenging and healthy working environment where I can utilize my skills and knowledge efficiently for organizational growth. I can build an innovative career in your esteemed organization by using my skills and other significant talents.

EDUCATION

Secondary:

2002 Stirling High School – Matriculation Exemption

English 1st Lang.	HG	Compu-Typing	SG
Xhosa 2nd Lang.	HG	Economics	HG
Accounting	HG	Mathematics	SG

In high school I was involved in community service and sport. I was also a member of the Interact society. I developed interpersonal skills particularly communication and respect for diversity and I learnt how to help people, motivate others and teamwork.

Tertiary:

2010 - 2011: University of South Africa (UNISA)
Honours in Industrial Psychology – Incomplete

2004 – 2008: Nelson Mandela Metropolitan University (NMMU)
Baccalaureus Artium: Human Resource Management - completed

2003: University of Port Elizabeth Advancement Programme (UPEAP) - completed

Campus Activities:
2005 – 2007: Computer Society
2008 – To date: NMMU ALUMNI

Other Activities/Membership (Corporate)/Professional Body:
2012 - 2016: Association of Skills Development of South Africa (ASDSA)
2012 - 2014: Black Management Forum (BMF)
Border-Kei Chamber of Businesses (BKCOB)

2013 (extra activities):

- Havard Mentor Online Programmes – Black Management Forum
- Time Management
- Negotiation

SKILLS
Language:

	Speak	**Write**	**Read**
Xhosa	Excellent	Good	Good
English	Excellent	Excellent	Excellent
isiZulu	Good	Good	Good

Computer: SAP R/3 (Basic)
Microsoft Office 97-2003, 2007

- Word
- PowerPoint
- Excel
- Outlook/E-mail
- Internet/Web

Courses completed:
2012 – 2020:

- Initiating a Disciplinary Hearing
- Performance & Discipline Management
- Business Writing Skills
- ProHS-1 (Occupational Health & Safety Act) *
- Train the Trainer
- Employment Equity for Advisory Committee & Line Managers
- Skills Development Facilitator *
- Assessor course *
- B-BBEE Strategic Implementation Training on New Codes / Amendments
- HIV/Aids Awareness
- Hay Job Grading Training
- First Aid Level 1
- VIP Basic Payroll Training
- Skype for Business
- Microsoft Office
- Being a Director (Part 1 – 4)

WORK EXPERIENCE & ADDITIONAL ACTIVITIES:

2023 - 2025:
31/05/2023 – to date: HR/IR Manager
InstaToll Africa

Duties:

Core responsibilities:

- To optimise individual and organizational effectiveness, focusing on HR/IR processes and systems (including recruitment, obtaining licences, permits and employment contracts), as well as taking ownership for all HR-related administration and functions.
- The role also requires the management of the HR administrators and consultants.
- Incumbent will lead and direct the routine functions of the HR Department, whilst ensuring they serve as strategic partner to the business at all management levels to create and ensure sustainable change (Transformation Management).
- The development and implementation of HR strategies and initiatives aligned with the overall business strategy

- bridging management and employee relations by addressing demands and grievances
- Manage recruitment and selection process
- Support current and future business needs through development, engagement, motivation, and preservation of human capital
- Develop and monitor overall HR strategies, systems, tactics, and procedures across the organization
- Serve as a driving agent, ensuring a high-performance management appraisal method
- Assess training needs to apply and monitor training programs; compliance with the Skills Development Act, SETA requirements and BBBEE Act)
- Ensure legislative and statutory compliance throughout HR framework
- Labour Relations
- Recruitment, employee on-boarding, people planning and terminations, (employee life-cycle management)
- Performance management and review
- B-BBEE Project Manager and ensuring that all scorecard elements targets are achieved
- Training and development
    - Submit WSP/ATR for all companies, champion for all the training processes and implementation for projects, learnerships, internships and graduate programmes
    - Discretionary grants processes
    - Accreditation for the company academy
- Employee Relations and IR facilitation of diversity, change and transformation processes
- Remuneration Management/ compensation management
- Management of despite resolutions involving unions, management, employees, or government agencies
- Stakeholder relationship management and the ability to deploy diplomacy and confidentiality
- Drive HR related projects and initiatives on predetermined schedules
- Handle grievance processes with required time
- Ensure timeous employee communications
- Benefits maintenance and administration
- Leave tracking and planning
- Initial reporting on accident investigations, restrictions, correspondence, tracking and claim review analysis for settlements (COIDA)
- Negotiate collective bargaining agreements with union representatives (recognition agreements and wage negotiations)
- Ensure continuous revision, internal training and updates are provided on various IR, HR, ER and case law and that all employees are aware of the IR and ER protocols and regulations
- Draft and implement HR polices, regulations and procedures related to Human Capital governance
- Serve as advisory in any matters of disciplinary and represent employer at the CCMA
- Adopt cultural awareness with good ethics, problem solving and strategic thinking competencies
- Continuously maintain harmonious and cordial industrial relations within the organization

STAFF Compliment: 700 employees

2018 - 2022:

14/12/2018 – 31/05/2023: Group HRBP
Park Adverting Group (The MediaShop, Meta Media & Lucid)
(Subsidiaries of Nahana Group)

Duties:

HR ADMINISTRATION

- Sage 300 People & ESS
- Payroll Admin & Processing
- Employee Induction & On-Boarding
- Staff Monthly Meetings
- Employee Wellness
- Newsletter
- Finance / Credit Management Training
- Gift Declarations
- COIDA
  - Submit Yearly Letter of Good Standing (Logs)
- UIF
- HR queries (leave, payslips, policies, code of conduct, training)
- Birthday List
- New Staff
- Organograms
- Talent Space

PAYROLL

- Gather payroll information from recruitment process and submit to Payroll Manager for processing and payments.

BBBEE / LEARNING & DEVELOPMENT / EMPLOYMENT EQUITY

- Make sure that all information is filed, collected and submitted for the verification
- Ensure that all BBBEE elements are scored well by trying to meet all criteria
- Submit EE Reports to the Department of Labour for all 3 companies
- Numerical EE analysis and provide feedback to EXCO
- Submit WSP/ATR for all companies, champion for all the training processes and implementation for projects, learnerships, internships and graduate programmes
- Discretionary grants processes
- Training Needs Analysis for employees and align to their career development
- Manage Employment Equity and Skills Development Committees
- Compile, implement and monitor EE Plans and Barrier Analysis for all companies
- Ensure Employment Equity compliance

DIVERSITY & INLCUSION

- Creating awareness for all employees
- Best practices and trends
- Sensitive training for all employees
- Create policies and procedures for reasonable accommodation.
- Assessing new and current diversity programmes across the business
- Training budget
- Ensure EE plan is aligned to the D & I policies and practices.
- Professional conduct that is in line with agencies' Code of Ethics
- Identify and apply sound, fact-based problem-solving techniques, and criteria in setting priorities and making ethical decision making and recommendations.

INDUSTRIAL RELATIONS

- Provide a comprehensive IR support service to the HR Business Partners and/or management, assisting and advising on all IR matters within their respective operational areas.
- Advise line management on disciplinary matters, performance management, grievance handling and dispute settlements.
- Train all line managers on IR/ER processes to ensure all disciplinary and grievance matters are managed consistently.
- Represent the Company at CCMA hearings. Ensure effective case management of all CCMA cases, providing monthly reports to the HR Manager and the HR Business Partners.
- Develop training materials and implement regular IR Training sessions for the operational managers.
    - Prepare and conduct disciplinary hearings.
    - Draft documentation and collect evidence.
    - Chairing of Disciplinary Hearings
    - Outcomes and judgements
    - Preparing and implementation of Policies and Procedures
    - Retrenchment Consultations

PERFORMANCE MANAGEMENT / APPRAISALS via Sage 300

- Training employees on the processes and policies
- Create appraisals (new recruits)
- Align KPA's and KPI's as per Job description.
- Conducting appraisals with managers

RECRUITMENT

- Adverts
- Interviews
- Selection Process with Management
- Placement
- On-boarding (paperwork and loading on HR systems)
- Induction & Training of employees

STAFF Compliment: 200 employees

2018:

27/08/2018 – 10/12/2018: Campus Coordinator
WeThinkCode_

Duties:

- All WeThinkCode_ administrative requirements
- Greet, assist and/or direct students, visitors, customers and the general public
- Develop and maintain a current and accurate filing system
- Assist with students attendance tracking
- Assist parents and students with the enrolment files and answer any questions they may have
- Monitor the use of supplies and equipment
- Co-ordinate travel arrangements
- Plan and manage campus events
- Support implementation of CYFS framework
- Screen phone calls, enquiries and requests, and handle them when appropriate
- Organise meetings for Campus staff and manage diaries
- Deal with correspondence and queries
- Edit, organise and prepare documents where required

- Report to work in a timely manner according to assigned schedule
- Attend meetings, programs, and in-service training as required
- Perform other relates duties as assigned by the Campus Coordination

01/03/2018 – 24/08/2018 (part-time): Transformation Specialist (part-time)
LabourSync

Duties: Assist clients with all transformation (BBB-EE, Employment Equity and Skills Development) issues (audit, reports, strategies and implementation) based on request and Training.

2017- 2018:
06/03/2017 – 26/02/2018: Group Employment Equity Manager
Workforce Holdings (The Workforce Group)

1) Duties:

- To be the Section 24 Manager for all the entities, subsidiaries and divisions of The Workforce Group

- Collect information and conduct an analysis, as prescribed, of its employment policies, practices, procedures and the working environment, in order to identify employment barriers which adversely affect people from designated groups, and profile the workforce within each occupational category and level in order to determine the degree of under representation of people from designated groups in various occupational categories and levels

- EE Plans / Strategy
  - Prepare and implement employment equity plans for all companies within the Group, which will achieve reasonable progress towards employment equity in that employer's workforce;
  - Determine the numerical goals to achieve the equitable representation of suitably qualified people from designated groups within each occupational category and level in the workforce, the timetable within which this is to be achieved, and the strategies intended to achieve those goals
  - Monitor and evaluate the implementation of the plan and whether reasonable progress is being made towards implementing employment equity

- Income Differentials
  - Submit a statement, as prescribed, to the Employment Conditions Commission, on the remuneration and benefits received in each occupational category and level of that employer's workforce.
  - Take measures to progressively reduce disproportionate income differentials

- Other
  - Complete and submit EE Reports for all companies within the Group
  - Responsible for all compliance in respect of the EE Act
  - Initiate, implement and manage EE Committees
  - Develop statistical information necessary to assess employment trends and to evaluate progress of designated employees within occupational categories
  - Approve and sign off Deviations of recruitments made not align to EE targets, monitor and compile a report for feedback to management.
  - Diversity management (disability, culture, religion and any changes or differences affecting employees): campaigns, surveys, workshops and implementation.
  - Approving job descriptions and advertisements
  - Looking after the health, safety and welfare of all employees (barriers)
  - Organising staff training sessions and activities
  - Advising line managers and other employees on employment law and the employer's own employment policies and procedures

- Ensuring candidates have the right to work at the organisation

Committees presented: 01 April 2017 to 26 February 2018:

- Chairperson and Section 24 Manager for Employment Equity & Skills Development Committees.
- Committee member for Transformation Committee.
- Committee member for Social & Ethics Committee.

STAFF Compliment: 16 000 employees (permanent and temp / casual workers)

2015 - 2017:
01/12/2014 – 03/03/2017:

B-BBEE, Skills Development, Employment Equity Coordinator / HRBP
Bureau Veritas Testing & Inspections S.A.

1) Duties:

- To plan, coordinate & implement, administer and manage the BBBEE, Employment Equity and Skills Development functions for the Bureau Veritas group of companies in South Africa (which consists of 7 legal entities) and Namibia which is based in Swakopmund. Ensure implementation of Affirmative Action for BV Namibia.
- To act as the Company's appointed Skills Development Facilitator.

BBBEE

- In collaboration with the BBBEE Manager, develop a BBBEE strategy for each of the Company's South Africa legal entities
- Create files for documentation collection and conduct preliminary internal calculations on scoring per entity. Liaise with the external verification agency and coordinate their on-site inspections or verification.
- Maintain a procurement listing database of the BBBEE suppliers' certificates, ensuring there is a process in place for the annual updating of these.
- Ensure, at all times, that the BBBEE Certificates for all Bureau Veritas verified entities in South Africa are updated annually.
- Develop and implement an ED and SED Policy for the Company and identify the beneficiaries thereof with the BBBEE Manager
- Provide advice and guidance to the business lines in all matters relating to BBBEE.

- **Employment Equity**
- Prepare and submit annual EE reports, per the defined deadlines, in electronic format. Develop and maintain the EE VIP module.
- Ensure implementation of EE for all entities and BV Group is compliant with the EE Act
- Maintain and monitor committee meetings (EE & SD) for all 5 legal entities every quarter;
- Numerical analysis for all entities according the Economic Active Population (EAP) and ensuring that we reasonably achieve goals and target;
- Prepare EE Plans, Barrier Analysis and update on a regular basis;
- Ensure Affirmative Action is implemented in BV Namibia
- Read and be informed of any legislations changes and amendments

Skills Development

- Act as the Company's Skills Development Facilitator, tracking planned and completed training for the Group, as well as obtaining documentation related to training, for the Workplace Skills Plan (WSP)/Annual Training Report (ATR).
- Update the monthly training schedules and obtain hard copies of the training documents.

- In collaboration with the BBBEE Manager, develop and submit the annual WSP/ATR report and ensure that refunds are received in a timely manner from the respective SETA's.
- Maintain Learnership and Mentorship Programs for the Company, ensuring that these are accredited with the respective SETA's.
- Apply for Mandatory and Discretionary grants through.
- Monitor Learnerships and liaise with the SETA's (currently CHIETA & Services SETA).
- SARS Tax rebates process for Learnerships.
- Facilitate internal training.

Assisted with HR duties: Human Resources Business Partner
Bureau Veritas Testing & Inspections S.A.

1) Duties:

- Recruiting, training and developing staff
- Making sure that staff get paid correctly and on time
- Pensions and benefits administration
- Approving job descriptions and advertisements
- Looking after the health, safety and welfare of all employees
- Organising staff training sessions and activities
- Monitoring staff performance and attendance
- Advising line managers and other employees on employment law and the employer's own employment policies and procedures
- Ensuring candidates have the right to work at the organisation
- Negotiating salaries, contracts, working conditions or redundancy packages with staff and representatives.

STAFF Compliment: 1500 employees

2012 - 2014:

05/08/2013 – 28/11/2014: Transformation Consultant **(promoted - 1st April)**
HR Consultant
LabourNet East London

05/03/2012 – 02/08/2013: HR Consultant
LabourNet Port Elizabeth

Duties:
Consulting on HR Services & extensive implementation:

- Skills Development (Training, Facilitation, WSP/ATR/IR, Training Committee, Training Needs Analysis, Strategic Skills Profile, Research);
- Employment Equity (Employment Equity Reports submissions to Department of Labour, Committee Meetings, EE Plans, Barrier Analysis);
- BBBEE systems, scorecards, ;
- Advice clients in terms of BBBEE (monthly consulting), assisting in preparing for a rating or scorecard (verification);
- Transformation (Implementation of Skill Development, Employment Equity & BBBEE);
- Performance Management (Job Descriptions, Performance Matrices, Quarterly Appraisals);
- Human Resources Development;
- HR Audits;
- Facilitation on HR Training (in-house and external training)
- On boarding process
- Remuneration structures
- Retention & Succession planning

CLIENTS: 36 clients' services in various industries

2011 - 2012:

01/09/2011 – 02/03/2012: Zone Controller
UTi Mounties (East London)
(Temp. assignment)

Duties:

Making Client Delivery Appointment;
Making calls to clients & arrange for bank cards/cellphone delivery;
Responding to Queries via e-mails & telephonically;
Scanning in undelivered parcels & Airport (new parcels) on Saturdays;

12/05/2011 – 30/08/2011: Data Capturer
UTi Mounties (East London)
(Temp. assignment) – Late shift (4pm-11pm)

Duties:

CPOD Scanning & Imaging;
Imaging of New tripsheets;
Scanning in Tripsheets;

2010 - 2011: Nedbank In-Retailers (Boxer Centani)
15/03/2010 – 28/02/2011: Sales Consultant (1 year contract)

Duties:

To provide a proactive sales and service role within Boxer Superstores, in order to increase acquisition and meet set targets for relevant Nedbank products; Proactively selling Nedbank product offerings to clients by being visible and approachable in allocated Boxer Superstores, to meet an agreed sales target; Increasing client awareness of relevant Nedbank product offerings;
Provide clients with feedback and guidance regarding relevant products; Answering all product-related queries from customers on how to use/acquire the relevant product offering;
Customer queries and complaints resolved or escalated within 48 hours;
Ensure that all activities regarding Risk & Compliance are adhered to;
Accuracy of documentation, legislation, processes, risk and safety management;
Keep updated on changes to compliance;
Ensuring all in store administration requirements are met;
Weekly & daily reports are submitted timeously;
Ensure correct process is followed regarding opening accounts and documentation control;
Ability to recognise opportunities and implement activities to support Channel objectives e.g. promotions;
Utilise the in store relationship to maximise opportunities;
Planning and organising to meet goals and objectives; Personal Development Plan & Succession Plan documented; Updating knowledge on FICA, FIAS, Money laundering.

2014 (Additional Activities): 1) Regional Chairperson for ASDSA
ASDSA East London Branch – Eastern Cape

2) Education Committee Member for BKCOB BKCOB
East London Branch – Eastern Cape

Please note: The two positions (additional activities) were professional bodies and non-paid.

1) Duties:
Ensure that all ASDSA functions are completed every month and update members and non-members on any Skills Development changes or updates.

- Prepare coffee sessions and organise guest speakers every month
- Organise venue for coffee session and ensure invites are sent out in advance (liaise with co-ordinator)
- Committee Meetings every month with all relevant members
- Plan for the year and liaise with committee members
- Attend Teleconference every month and represent branch or region
- Research and gather information on all Skills Development legislation changes and updates
- Attend Provincial Skills Development Forum meetings

2) Duties:
Ensure that I fulfil all my portfolio duties – Skills/Training/SETAs

- Attend all Education Committee meetings on a monthly basis
- Research all portfolio updates & changes affecting businesses and give feedback to the committee members
- Write articles for the Business Hi-Lite on any changes or amendments

INTERESTS AND ACTIVITIES

I enjoy debating, public speaking and interacting with people. I like trying new things, listening to music and driving. I also enjoy doing charity work or helping those with needs without expecting any rewards. I am a risk-taker by nature.

REFERENCES

Available on request.