Curriculum Vitae

Personal Details:

Surname	: Mgidi
Name	: Sipho
Marital Status	: Single
Nationality	: African
Home Language	: IsiXhosa
Driver's License	: Code 10
Contact Details	: 0725746036 – 0814775584
Email	: Sipho.mgidi@gmail.com

Completed Tertiary Details:

GIBS – University of Pretoria	: Advance Diploma in General Management (NQF 7)
National N Certificate	: N5 Human Resources (NQF 5)
University of Witwatersrand	: Employment Services Business Management (NQF 5 Aligned)
National Certificate	: Labor Recruitment Services (NQF 4)
National N Certificate	: N4 Human Resources (NQF 4)

Current Educational Studies:

Coursera	: Google Project Management
Sedibeng College	: N6 Human Resources (NQF 6)

Memberships:

APSO	: Individual Staffing Professional (ISPr)
SABPP	: Member (HR Technician)
IPM	: Institute of People Management Professional
ASA	: American Staffing Association Professional

EWC (Ekurhuleni West College)

Course/ Certificates obtained	: A+ Computer Technician
	: N+ Network Technician
	: ICDL (International Computer Driving License)
	: Virtual Basic 6.0 Programming

Certification

School of Government	: Nyukela Public Service SMS Pre-entry Programme
CFI	: Corporate Finance Foundations Professional
PMI	: Business Continuity
PMI	: Practical Application of Gen AI for Project Managers
2KO	: Lean Six Sigma: (White Belt)
SAP	: SAP Fieldglass Expert
LinkedIn Learning	: Harnessing AI in the Recruiting Lifecycle
LinkedIn Learning	: Six Sigma (Green Belt)
LinkedIn Learning	: Talent Sourcing
LinkedIn Learning	: Managing Multiple Projects
LinkedIn Learning	: Leveraging AI for Project Management
LinkedIn Learning	: Building Skills to become a Powerhouse Negotiator

Alison	: Dealing with Workplace Conflict
Alison	: The 5S System - Lean Methodology on Workplace Optimization and Housekeeping
Alison	: Human Resources Policies and Organizations Structure
Exodus Experts	: PowerBI Intro
Alison	: Lean Six Sigma: (Yellow Belt)
Department of Labor	: E-COIDA registered
In-house	: Advance Microsoft Excel
In-house	: Competition Act
In-house	: MIE (Smart Background Screening)
In-house	: Chairing disciplinary Enquiries
In-house	: IR Training
In-house	: Effective Disciplinary (NQF Level 5 based)
In-house	: Microsoft AX 2012
In-house	: Salesforce

The clients I have managed and served in my career history are as below:

Engineering

- Eskom Power Stations

Mining

- South32 Ogies Mine

Road and Freight:

- Unitrans
- AAM
- Woolworths Fast N Fresh
- Grindrod Logistics
- Sequence Logistics

Warehouse and Logistics

- Ferre
- Pic'n Pay
- John Deere
- Sovereign Foods Factory
- Heineken Meyerton Plant
- Woolworths

Manufacturing

- Action Plastics

Retail

- Evergreen Fresh market
- Rufaro Garments
- Edenvale Butchery

Government SOE/SOC

- Johannesburg Water
- Film and Publication Board
- Human Settlements

- King Sabata Dalidyebo Municipality
- Department of Sports, arts and culture

Work Experience:

Current : Ferre Femas Group
Occupation : Site Manager (HR/IR/Safety/Risk Management)
Duration : 09/01/2024 – Current
Duties :

Human Resources (HR) Management

- Recruitment & Onboarding
  - Oversee job postings, candidate screening, interviewing, and hiring processes.
  - Manage onboarding to ensure compliance with company policies, procedures, and safety regulations.
- Employee Relations
  - Serve as a point of contact for employee concerns and grievances.
  - Facilitate communication between management and employees to maintain a positive work environment.
  - Develop and implement employee engagement initiatives.
- Training & Development
  - Identify training needs and organize relevant programs for employees.
  - Ensure continuous professional development and compliance with industry standards.
- Performance Management
  - Monitor and evaluate employee performance.
  - Implement performance improvement plans, provide coaching, and offer feedback.
- Compliance & Documentation
  - Ensure adherence to labor laws and regulations.
  - Maintain accurate employee records and manage HR documentation.

Industrial Relations (IR) & Policy Management

- Union & Collective Bargaining
  - Develop and maintain relationships with trade unions and employee representatives.
  - Handle collective bargaining negotiations and manage industrial action situations.
- Conflict Resolution
  - Mediate and resolve disputes between employees and management.
  - Ensure fair and equitable treatment of employees.
- Policy Development
  - Develop, implement, and enforce workplace policies and procedures.
  - Stay updated on labour legislation and ensure compliance.

Safety & Risk Management

- Safety Management
  - Develop and implement comprehensive safety policies and procedures.
  - Conduct regular safety audits and risk assessments.
- Incident & Crisis Management
  - Investigate workplace accidents and incidents; implement corrective actions.
  - Develop emergency response plans and coordinate crisis management.
- Training & Awareness
  - Conduct safety training and awareness programs for employees.
  - Promote a safety-first culture and ensure compliance with Occupational Health and Safety (OHS) regulations.

- Risk Assessment & Monitoring
    - Identify, assess, and prioritize risks related to site operations.
    - Develop risk mitigation strategies and contingency plans.
    - Monitor and report on risk management activities to senior management.

General Management & Leadership

- Leadership & Team Development
    - Provide leadership and direction to site staff.
    - Foster a positive and productive work environment.
- Budget & Resource Management
    - Develop and manage budgets for HR, IR, safety, and risk management activities.
    - Ensure cost-effective use of resources.
- Strategic Planning & Reporting
    - Align HR, IR, safety, and risk management activities with organizational objectives.
    - Prepare and present reports to senior management on key performance indicators (KPIs).

Previous	: Azania Placement Specialist (Pty) Ltd
Occupation	: Key Account Manager
Duration	: 13/02/2023 – 22/12/2023
Duties	:

Operations/Human Resources

- Prepare and run payrolls for employees (FNB System)
- Performing various analysis methods to ensure effective operations for the business
- Implement RASCI for structure and accountability
- Headhunting highly skilled or qualified candidates as and when required
- Interview candidates if required
- Perform vetting/background screenings
- Ensure the company ETI is achieved timeously
- Ensure operations are effective and cost-efficient
- Ensure timesheet/card are submitted on time
- Verify and approve hours captured by payroll
- Keep all employee files updated with EEA1 forms etc.
- Keep the medicals of employees updated
- Ensure payslips are issued to employees
- Manage PPE issued and to be issued to employees
- Reduce unnecessary expenditure to maximize profits using Lean Six Sigma methodologies.

Sales/Marketing

- Performing Market Research
- Presentation of service offerings to clients
- Applying Pareto Principle
- Search for new tenders through various portals such as SCnet, E-tender etc.
- Attended briefings, completing the documents till submitting
- Cold Calling for new business
- Compile rate tables for proposal
- Ensure employee rates are updated annually or as and when required
- Follow-up on invoices submitted to clients

Industrial Relations

- Ensure the company complies with the relevant Statutory Bodies/Bargaining Councils etc.
- Represent the company at the CCMA /Bargaining Councils etc.
- Mediate when there are labour unrests/strikes
- Laisse with community forums as and when required depending on SSA (Site Specific Agreement)
- Ensure company policies are communicated with employee's prior engagement or within employment
- Chair/Initiate disciplinary inquiries
- Create a positive relationship with unions

Client Relations

- Ensure client expectations are adhered to
- Respond to clients' requests within 24 hours
- Have regular meetings with the clients and or with employee representatives
- Advise clients if there are risks that may impact their workforce and operations
- Guide clients on the disciplinary process to initiate
- Conduct surveys to evaluate service delivery and requirements from clients
- Ensure the 3 wide, 3 deep contact principle is in place.

Risk Management

- Cost vs profit analysis (ROI)
- Monitoring and apply risk mitigating factors for the client
- Evaluation of risks posed by recruits and or new client onboarding
- Continuous monitoring of political interference on large clients
- Evaluating risks on SLA's / SOP's / SSA's in place or to be agreed upon with clients or Unions

Previous : Workforce Staffing
Occupation : HR Site Supervisor
Duration : 10/11/2022 – 09/02/2023
Reason for leaving : 3-month contract
Duties :

- Ensure that the correct headcount is maintained on the respective site, according to the specified site requirements
- Met daily headcount compliment (including over weekends or in strike situations)
- Ensure that Purchase Order (PO) numbers are received prior to supplying of assignees (where applicable)
- Screen candidates according to Company requirements
- Ensure assignees have valid ID documents and driver's licenses as required
- Ensure that legislative requirements in respect of the hiring of foreign nationals are adhered to
- Support the Company's objectives in respect of Employment Tax Incentives (ETI)
- Select candidates for placement and / or overtime in a legal and ethical manner
- Adhere to the stipulations of the Company's Code of Business Conduct and Stakeholder Engagement Policies
- Delivering exceptional customer service to clients and in doing so increase, if possible, the headcount on the allocated site

- Provide services to the client in a timely, professional, and pleasant manner
- Maintain the values of the Company in all interactions
- Monitor, follow up and ensure resolution to all client and assignee queries within a 24-hour timeframe
- Deliver exceptional customer service to assignees
- Schedule training and medicals for assignees as required
- Arrange transport for assignees as required
- Ensure that the correct paperwork is signed and maintained for all assignees
- Ensure that Fixed Term Contracts (FTC) and Annexure A's are updated / valid
- Ensure that assignee files and Contractor Zone files are kept up to date
- Ensure that all requirements as stipulated by the Company are adhered to, when submitting timesheets and supporting documents for payments
- Manage the issuing and control of Personal Protective Equipment (PPE)
- Manage End of Contracts
- Manage injuries on duty (IOD)
- Ensure that the assignees are using the payslip application.

Previous : Adcorp BLU (Port Elizabeth)
Occupation : **Client Success Manager**
Duration : 06/06/2022 – 31/08/2022
Reason for leaving : Resigned due to family
complications Duties :

PROCESS

- Overall accountability for effective and efficient admin and payroll management.
- Ensure that Client Success teams adhere to payroll procedures and deadlines.
- Checking, verification and approval of pre-extract reports from Payroll.
- Ensure correct job requisition is received from the Client.
- Ensure all orders are authorized and a comprehensive job requisition is sent to the Resource Centre
- Establish a relationship with the Resource Centre.
- Provide feedback to the Resource Centre on candidates supplied.
- Ensure the completion of all assessments, checks and verification of information according to the Standard Operating Procedures
- Ensure that the Assignees are briefed regarding transport arrangements, address, times etc.
- Arrange and control recruitment of assignees as back-up and replacement staff when required according to contract requirements
- Responsible for reporting on daily filling rate to the client and Operations Executive
- Forecast and plan for peak and seasonal labour requirements.
- Induction of employees.
- Ensure that protective equipment and related documentation is issued;
- Coordinate transportation for assignees and obtain approval from the client
- Ensure that pay slips are distributed to assignees;
- Ensuring the integrity of data on the payroll system;
- Compile and deliver accurate reports as per client requirements;
- Ensure a complete record of all staff on site at all times;
- Ensure that shifts are fully staffed as per client requirements;

- Monitor and manage assignee time keeping;
- Ensure compliance with all regulatory and legislative requirements, SOP's and corporate governance;
- Responsible for the implementation and maintenance of client Service Level Agreements

CUSTOMER

- Establish and maintain relationships with key client management contacts;
- Attend client meetings and conduct regular client visits;
- Develop awareness of client future business needs, identify potential opportunities and communicate

FINANCE

- Responsible for ensuring on-time and accurate invoice delivery to clients;
- Continuously liaise with credit control, client and service delivery teams to ensure that invoices are paid timeously and queries are resolved;
- Analyze weekly stats per responsible client;

PEOPLE

- Coach and mentor assignees;
- Manage teams and disciplinary issues;
- Manage disciplinary enquiries, CCMA cases, LR activities etc
- Escalate potential labour risks;
- Establishing a positive work environment that results in a committed, motivated, productive operations team and optimal retention of people;
- Drive transformation within team;
- Ensure the required branch performance management, talent development, and succession plan processes are in place, and supported
- Ensure team members are appropriately trained and developed;
- Responsible for arranging, controlling and overseeing the training of assignees.

Work Experience

Current	: StaffAtAClick Pty Ltd
Occupation	: **Relationship and Service Manager**
Duration	: 04 November 2019 - May 2022
Reason for leaving	: Resigned better offer.

Duties :

- **Customer Agreements**: Drafting, reviewing, and finalizing contractual agreements with clients, ensuring terms and conditions are clearly defined and meet both parties' needs.
- **Credit Guarantees:** Assessing and managing credit risk, evaluating customers' creditworthiness, and implementing measures to ensure payment guarantees.
- **Rate Agreements:** Negotiating and setting rates for services or products provided, maintaining competitive pricing while ensuring profitability.

- **Timesheet Administrations:** Overseeing the accurate recording and management of employee work hours, ensuring compliance with labor laws and company policies.
- **Distribution of Pay Slips:** Distributing and managing the delivery of pay slips to employees, ensuring confidentiality and accuracy.
- **Invoice Delivery and Payment:** Managing the invoicing process, ensuring timely delivery to clients, and overseeing the payment collection process.
- **Monthly Meetings with Employees**: Conducting regular meetings to address concerns, communicate updates, and gather feedback from staff.
- **Claims and Loss Control**: Managing insurance claims, investigating losses, and implementing strategies to minimize risk and prevent future losses.
- **Relationship Building:** Cultivating and maintaining strong relationships with clients, employees, suppliers, and stakeholders to foster trust and cooperation.
- **Management of Supervisors**: Providing guidance and support to supervisors, overseeing their performance, and ensuring alignment with organizational goals.
- **Disciplining Staff for Misconducts:** Implementing disciplinary procedures, conducting investigations, and taking appropriate action in cases of employee misconduct.
- **Dealing with Unions**: Handling negotiations, grievances, and interactions with labor unions to maintain positive labor relations.
- **Chairing/Initiating Disciplinary Enquiries:** Leading and facilitating disciplinary hearings or investigations, ensuring fairness and adherence to company policies.
- **Dealing with Pay Queries:** Addressing and resolving employee inquiries or concerns related to their compensation.
- **Management of PPE and Uniform:** Ensuring the availability, proper distribution, and compliance of personal protective equipment (PPE) and uniforms for employees.
- **Management of Licenses and PrDP:** Managing and renewing necessary licenses and permits required for operations, including Professional Driving Permits (PrDP) if applicable.
- **Training of Employees:** Developing and conducting training programs to enhance employee skills, knowledge, and compliance with regulations.
- **Staff Motivation**: Implementing strategies to boost employee morale, recognition programs, and incentives to enhance productivity and job satisfaction.
- **Leave Management and Administration:** Overseeing the process of leave requests, tracking employee absences, and ensuring compliance with leave policies.
- **Health and Safety:** Implementing and enforcing safety protocols, conducting risk assessments, and ensuring a safe work environment for employees.
- **Notices of Contract End/Expiry Management:** Managing contracts' expiration notices, renegotiations, or terminations in compliance with contractual agreements.
- **Re-Deployment of Staff:** Assessing and reallocating employees to different roles or departments based on business needs and skill sets.
- **IOD/WCA:** Managing and facilitating processes related to Injury on Duty (IOD) or Workers' Compensation Act (WCA) claims.
- **New Business Leads and Management**: Identifying and pursuing new business opportunities, nurturing leads, and expanding the company's client base.

Previous : Rosslyn Recruitment (ZEST Weg/South 32) Mine is Ogies
Occupation : **HR Site Supervisor**

ROSSLYN
RECRUITMENT

Duration : 16 September 2019
Duties :

Managing all HR and IR related duties and issues related to the Site-Specific Agreement (SSA), Service Level Agreement (SLA) and Standard Operation Procedures (SOP)

Previous : Staff U Need/BLU (A Division of the Adcorp Staffing Solutions)
Occupation : **Project Manager/Site Agent**
Duration : 02 March 2013 – 31 October 2018
Reason for leaving :
VSP

Duties:

Co-ordination and planning

- Coordinating and organizing of all activities related to contractors working on sites.
- Planning and controlling all activities to placing and or recruiting people on site.
- Taking corrective action and/or IR related actions were required.
- Analyzing and proposing changes to all working documents and procedures.
- Planning and coordinating annual / ad hoc medical examinations for all contract staff on short- or long-term contracts.
- Planning and coordinating with clients that all project and safety related induction are concluded with proper attendance registers as proof of submission
- Ensuring that client needs are met.
- Managing and providing feedback on all pay queries logged for a specific site. To achieve proper and regular liaison with Payroll is required.
- Coordinating and organizing all required PPE for contract staff insuring that related requests and issue are properly done on required documentation.
- Administration of all paperwork in Site Files
- Contract Management and related filing on a designated site file for reference.

Client Management

- Continual visibility at all client sites with regular site visits.
- Maintaining & developing client relations
- Managing & educating clients on all processes internal and external
- Ensuring growth through offering innovative solutions and delivering on promises
- Proactive account growth by optimizing all potential growth
- Communication and feedback

Leading

- Leading and motivating contract staff to perform better.
- Ensure the optimum placement of each contractor.
- Ensure teamwork on projects and long-term clients, other departments, and with co- contractors.
- Ensuring safety is promoted and applied
- Ensuring that proper communication via memo’s and bulk SMSs to contractors is established.

Previously : Staff U Need (A Division of the Adcorp Staffing Solutions)
Occupation : **Recruitment Coordinator**
Duration : 01/09/2011 – 01/03/2013 - Promoted to Site Agent/Project Manager

My main duties were to recruit for the following positions:

- Administrators
- Artisans
- Semi-Skilled Artisans
- Finance
- Quality Officer
- Safety Officer
- Operators
- Supervisors
- Drivers
- General Worker
- HR
- Expeditors
- Construction Workers
- Schedule interviews
- Interview relevant candidates
- Coordinate interviews when required
- Ensure resources are constantly available
- Verify all candidates' qualifications and ID
- Extract Monthly Training Report
- Assist with Medical Booking
- Supporting employees, Clients, and Subordinates
- Employee Criminal Verification checks
- Scanning and linking employee contracts
- Capture unsolicited CV's into AX
- SMS Candidate or Employees when requires
- Upload adverts on to internet
- Ensure proper communication with candidates
- Screening CV's
- Filing Contracts, Certificates, and ID's
- Linking Contracts, and Certificates
- Updating employee personal evaluations

Company : **Docu-File**
Position : Call Centre Retrieval
Department : Call Centre
Duties : Retrieving files, and Refilling
Reason for leaving : To resume studies