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# We're Hiring

## Job Post

Championing Responsible Business in Africa  
[www.partnerafrica.org](http://www.partnerafrica.org)



## Partner Africa is hiring!

Partner Africa is a leading UK NGO whose purpose is to improve working conditions and livelihoods of workers and producers in African supply chains. We are client-focused and positively engage with our clients to identify, address and report on social, environmental and governance (ESG) issues in their organisation and supply chains and adopt responsible business practices. We employ local staff that are experts in local regulations, standards, labour laws and working practices. This ensures that the services we offer are worker accessible and culturally sensitive. We take a people-centered approach to our work and use participatory approaches to understand ESG issues from a worker's perspective. We have expertise in a number of international business and human rights standards and adopt the human rights due diligence framework of the UNGP's as the bedrock of our advice to clients.

### Our services

#### We support clients to adopt responsible business practice through:

- Conducting social audits to help identify the salient ESG issues in clients operations and supply chains.
- Providing advisory services to enable clients to address salient ESG issues, report on the impact of their ESG programmes and adopt responsible business practices. Our advisory services develop bespoke programmes for individual companies (national and international), sector-initiatives, communities and governments.

#### Who are we looking for?

An energetic individual who is passionate about improving working conditions in Africa, self-driven and a team player.

## Social Audits Quality Manager

#### Job Description

Job Title:	Social Audits Quality Manager
Reporting to:	Head of Audits
Area of work:	Africa
Place of work:	South Africa (work from home)
Contract:	Permanent
Salary:	Industry benchmarked with benefits

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## 1. Overall purpose of the job:

The purpose of the Social Audits Quality Manager is to take accountability of Partner Africa social audits quality management and to drive quality systems and control processes within the Social Audit department.

### Area of responsibility:

Activities relating to Partner Africa Social Audit Quality Department

## 2. Accountabilities and responsibilities:

### 1. Overseeing and managing the audit report quality review process:

- + Manage process of allocation of reports to reviewers and ensure timelines remain within 10 working days' to ensure customer deadlines are met.
- + Ensure reviewers complete review evaluation forms per review and compile quarter analysis of the reviews
- + Quality reviews on sample reviews done by reviewers.
- + Communicate with all reviewers to ensure consistency of reviews and that report review procedures are followed
- + Overseeing auditor sign off of corrective actions process and implement a double checking system.

### 2. Data Management

- + Ensure that Partner Africa internal data management system are accurately updated and reflect accurate data.
- + Ensure that Customer data management systems are accurately updated and reflect accurate audit data and reports are loaded within customer deadline.

### 3. Taking accountability for audit quality systems

- + Review current quality system and update to ensure it aligns with all relevant standard requirements.
- + Manage auditor audit pack submission process ensuring that correct documentation is submitted as guided by APSCA and relevant standard requirements and that audit packs are submitted within Partner Africa set deadline.
- + Stay up to date with all standard requirements, i.e SMETA, URSA, SGP, SIZA, WIETA.
- + Communicate with all auditors to ensure that they adhere to the process of escalating Zero Tolerance issues, breach of law, abuse of workers to PA where the associates have been unable to verify the information. Ensure that Key incidents / Critical alert notification procedures are adhered to.
- + Communicate with all auditors to ensure that they adhere to Partner Africa's reporting procedures in the event that an abuse of rights of workers is noted during an audit.
- + Overseeing the Health and Safety systems and processes of the Partner Africa Social Audit Department are implemented.
  - » Conducting regular risk assessments on Partner Africa Social audit division, including staff, auditors and all countries of operations
  - » Implementation of identified risk control measures.
- + Support as part of a quality team to shadow and sign off new auditors.
- + Oversee duties and responsibilities of the QA Administrators.
- + Periodically review auditing industry trends to ensure Partner Africa audit approach is adaptive and responsive.
- + Ensure Partner Africa has sufficient and appropriate institutional capacity to adhere to all international relevant audit standards (such as but not limited to URSA, SGP & SMETA, SIZA, WIETA etc ). Partner Africa institutional capacity includes audit guidance documentation, audit processes , audit documentation review, Partner Africa staff associates competencies and skill set.
- + Handling of client grievances, dispute on findings and appeals.
- + Audits & Reviews- (if / when APSCA Approved)
  - » Audits
  - » Reviews

#### 4. Oversee APSCA process.

- + Ensure that auditors membership remain up to date,
- + Professional development records are maintained for each auditor
- + Exams are completed as per APSCA deadlines and highlight to Social Auditor Training Manager when exams are upcoming to support with training.
- + Keep an updated register to ensure Audit Coordination team only allocate audits to be led by an APSCA Registered or Certified auditor
- + Ensure that key information shared by APSCA and relevant customers and schemes are communicated to all auditors
- + Attend APSCA meetings to stay up to date with APSCA changes and requirements.
- + Develop, implement and improve processes, policies, procedures and documents related to the social audits department that meet APSCA requirements.

### 3. Expectations:

It is expected that you will:

- + Carry out these accountabilities within the operating and process frameworks that apply to the organisation of Partner Africa.
- + Work together with all your key internal and external stakeholders within and outside of the organisation.
- + Exemplify Partner Africa's core purpose & values in practice

### 4. Skills and knowledge job demands:

Skills and Qualifications:

Qualification:

- + Degree in Business or related field, Social Sciences or Human Rights (obligatory)
- + APSCA Certified or Registered Auditor level (advantages)

Experience:

- + A minimum of 5 years working experience in the social compliance auditing, Quality Assurance, ISO 9001 systems management auditing / implementation, Human Rights.
- + Lead auditor experience against social audit standards like SMETA, SGP, URSA, SIZA, WIETA, ISO9001 or any other relevant management systems.
- + Training and experience in auditing against Quality Management Systems, Health & Safety, SA8000, BSCI or any other relevant social audit standard would be advantages.

**To apply for this position, please send your CV and a motivation letter motivating why you think you are the suitable candidate for this position to [evanschalkwyk@partnerafrica.org](mailto:evanschalkwyk@partnerafrica.org) before Friday 30 September 2022.**