PEOPLE OPERATIONS ADMINISTRATOR

Overview of the role:

This role provides essential operational capacity to support payroll administration, recruitment, onboarding, employee relations, and reporting across an expanding geographic footprint.

The People Operations Assistant function is therefore critical to ensuring continuity, compliance, and operational efficiency while enabling the People Operations Executive to effectively manage increased strategic and governance demands associated with business growth.

Roles and responsibilities:

1. Payroll Administration & Support (Multi-Country & Expanding Footprint)
- Support the end-to-end payroll administration processes across South Africa, Mozambique, Zambia, Zimbabwe, and Dubai, with scope to support new operational projects in South Africa and the Democratic Republic of Congo (DRC).
- Load, verify, and maintain employee payroll data, including new hires, terminations, salary changes, allowances, deductions, and benefits, ensuring accuracy and compliance.
- Coordinate with external payroll providers, in-country partners, and finance teams to support payroll processing in both established and newly launched operational regions.
- Assist with payroll reconciliations, variance checks, and reporting prior to final approval by the People Operations Executive.
- Support payroll setup and data preparation for new projects and employee populations, including onboarding payroll structures for new countries or project sites.
- Maintain payroll records, statutory documentation, and audit support files across all operating regions.

2. Recruitment & Talent Acquisition Support (Growth & New Projects)

- Support the end-to-end recruitment process aligned to business expansion and project-based hiring, particularly for new and expanding projects in South Africa and the DRC.
- Coordinate job postings, recruitment administration, and candidate communication across multiple regions.
- Support high-volume and project-based recruitment activities, including scheduling interviews and coordinating logistics across locations.
- Assist with offer administration, contract preparation, and onboarding coordination for new hires supporting expansion projects.
- Maintain recruitment trackers and reporting to support workforce planning for expanding operations.

3. Induction & Onboarding (New Country & Project Support)

- Coordinate onboarding and induction processes for new employees across existing countries and new project locations, ensuring a consistent and compliant onboarding experience.
- Prepare and manage onboarding documentation, employment contracts, policy acknowledgements, and system access requirements.
- Support onboarding readiness for new operational sites, including documentation, templates, and coordination with internal stakeholders.
- Act as a primary operational contact for new employees during their onboarding period, particularly for project-based and regional hires.

4. Industrial Relations & Employee Relations Support

- Provide administrative and coordination support for employee relations matters across multiple jurisdictions, with increasing complexity due to project-based expansion and growing employee headcount.
- Assist with disciplinary processes, grievances, performance management administration, and related documentation.
- Maintain confidential IR case files and records in line with labour legislation and internal policies.

- Support the People Operations Executive with coordination of consultations, hearings, and follow-up actions as required.
- Assist with ensuring procedural compliance and consistency across regions and project sites.

5. Staff Support & HR Operations

- Serve as a key People Operations support contact for employees and line managers across all operating regions, including newly established teams in South Africa and the DRC.
- Respond to employee queries related to payroll, leave, benefits, policies, and employment documentation.
- Maintain accurate employee records across HR and payroll systems, ensuring data integrity as headcount grows.
- Support the implementation of People Operations policies, procedures, and operational frameworks across expanding business units and projects.

6. Reporting & People Data Management

- Maintain accurate People Operations data, trackers, and reports reflecting a growing and geographically dispersed workforce.
- Prepare regular and ad hoc reports, including headcount, recruitment activity, payroll summaries, and leave data.
- Support reporting requirements related to new projects, country launches, and operational growth, including management and audit reporting.
- Ensure data accuracy and consistency across systems to support decision-making and compliance.

7. General People Operations & Project Support

- Provide ongoing operational and administrative support to the People Operations Executive across all People Operations activities.

- Support the People Operations workstream for new country entries and project expansions, including coordination, documentation, and readiness activities.
- Assist with continuous improvement of People Operations processes to support scalability as the organisation grows.
- Ensure confidentiality, accuracy, and professionalism in handling sensitive People Operations information.
- Act as a reliable operational support function enabling the People Operations Executive to focus on strategic, compliance, and leadership priorities during periods of growth.

Educational / Experience requirements:

- Diploma/Bachelor's degree in Human Resource Management.
- Minum of 3 years experience in a similar role.
- Experience with Payroll systems, ie. PaySpace powered by Deel would be an advantage.

Additional information:

- Closing date: 28 February 2026
- Type of role: Permanent
- Location: Hybrid Model (Centurion).
- Salary: to be discussed, in line with skills and experience.

This role represents a fantastic opportunity to join a respected team. If you are interested and meet the selection criteria, please send your CV to Keshnee Reddy-Chetty, Keshneer@icetech.io.