

JOB DESCRIPTION

REFERENCE NUMBER:	AP1178
JOB TITLE:	Director: Protection Services (Permanent Appointment)
LOCATION:	Potchefstroom Campus
BACKGROUND TO POSITION:	To provide strategic and operational leadership for Protection Services across the NWU, ensuring a safe, secure and compliant university environment for students, staff, visitors and property. The role is accountable for the development and implementation of institution-wide safety and security strategies, intelligence-led crime prevention, investigations, emergency and disaster preparedness, stakeholder coordination, outsourced security oversight, compliance with relevant legislation, and the continuous professionalisation of Protection Services across the multi-campus environment.
KEY RESPONSIBILITIES:	Strategic Leadership • Co-determine and implement the Protection Services strategy in alignment with the NWU strategy, multi-campus operating model and national imperatives. Develop and oversee comprehensive safety and security plans, including institutional risk assessments, crime-prevention priorities and technology-enabled security solutions. Ensure Protection Services contributes to institutional resilience, student and staff safety, and continuity of operations. Institutionalise sector policing and advance strategic safety initiatives, including CID-related models where applicable. • Oversee the implementation and periodic review of NWU's Gender-Based Violence response protocol to ensure alignment with DHET policy requirements and effective institutional response across campuses.

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Crime Prevention, Investigation and Intelligence

- Lead the investigation of serious incidents affecting the safety of students, staff, visitors and university property.
- Manage the investigation caseload, case allocation, investigation timelines, dockets, evidence management and investigation records, including systems such as CHASE.
- Use crime intelligence, incident trends and hotspot analysis to inform resource deployment, visible policing and proactive crime-prevention interventions.

Safe Campus Environment and Security Operations

- Ensure effective day-to-day security operations across campuses, including access control, parking management, special-event security, visible patrols, tactical response and outsourced security services.
- Develop, maintain and monitor SOPs to reduce crime, strengthen operational consistency and ensure service-level agreements with internal and external service providers are properly managed.

Compliance, Training & Professional Standards

- Ensure compliance with all relevant legislation, regulatory requirements and institutional policies, including the Private Security Industry Regulation Act, Criminal Procedure Act, Occupational Health and Safety Act, SASREA where applicable, and relevant NWU policies and procedures.
- Ensure that Protection Services personnel are appropriately trained, competent, ethical and professional in the execution of their duties.
- Maintain appropriate standards of conduct, confidentiality, discipline and accountability across the function.

Stakeholder Liaison

- Build and maintain effective relationships with internal stakeholders, external law-enforcement agencies, local authorities, community safety structures and relevant partners.

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- Prepare and present formal and informal safety and security briefings to university stakeholders and external forums.
- Represent NWU in relevant structures, including the City Improvement District where applicable, to advance the safety and security of students, staff and the broader university community.

People Management

- Lead, manage and develop Protection Services staff to ensure competence, discipline, ethical conduct and professional service delivery.
- Oversee training plans aligned to PDPs, compliance requirements and operational risk areas.
- Promote employment equity, diversity, accountability and a high-performance culture within Protection Services.

Financial and Resource Management

- Plan, organise, control, monitor and evaluate the financial, physical and operational resources of Protection Services in alignment with NWU financial policies, guidelines, strategy and APP priorities.
- Ensure responsible budget management, resource allocation, cost control and value-for-money in relation to internal operations, outsourced security services, equipment, technology and operational requirements.

Risk, Emergency Preparedness and Business Continuity

- Plan, organise, control, monitor and evaluate the financial, physical and operational resources of Protection Services in alignment with NWU financial policies, guidelines, strategy and APP priorities.
- Ensure responsible budget management, resource allocation, cost control and value-for-money in relation to internal operations, outsourced security services, equipment, technology and operational requirements.

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KEY FUNCTIONAL/TECHNICAL COMPETENCIES:

- Strategic alignment of protection services with institutional priorities.
- Protection services system expertise.
- Portfolio performance management and optimisation.
- Financial management and resource allocation.
- Policy development and governance framework design within a higher education and protection services environment.
- Data-driven decision-making and performance analytics to inform institutional and portfolio outcomes.
- Strategic leadership and oversight of protection services programmes and systems including resource management, stakeholder partnerships, and team leadership.

BEHAVIOURAL COMPETENCIES:

- Strategic thinking and long-term orientation.
- Systems leadership across complex environments.
- Organisational awareness.
- Resource and risk stewardship.
- People and talent leadership.
- Influence and stakeholder navigation.
- Innovation and change agility.

INHERENT CRITERIA:

Minimum Qualification(s)

- A Master's Degree in Security Management or related field (NQF Level 9).
- Grade A PSIRA registered.
- A minimum of eight (8) years' relevant experience in protection services, safety and security management, law enforcement, policing, military, intelligence, risk management or a related security environment, of which at least 5 years must have been at senior management level.

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APPLICATION REQUIREMENTS:

- A detailed cover letter indicating your suitability for the position.
- A comprehensive CV.
- An abridged CV.
- Names and full contact details for at least 3 referees, one which must be from your present employer. Should you not be currently employed, a contactable reference from your previous employer must be provided.
- Certified copies of matric and degree certificates and Identity Document. Proof of SAQA verification of foreign qualifications, where relevant.

To apply please forward your application quoting reference number **AP1178** to Genevieve Michel c/o carmen1178@talenting.co.za

Incomplete applications will not be considered!

The University subscribes to and applies the principles of Employment Equity (EE) Act and is committed to transformation. Preference will be given to candidates from the designated groups, in accordance with the principles of the EE Act and NWU Employment Equity Plan.

The University reserves the right not to make an appointment. Communication will be limited to shortlisted candidates only.

If you are not contacted within two months from the closing date of this advertisement, please accept that your application was unsuccessful.