WESTERN CAPE

GAMBLING AND RACING BOARD

The Western Cape Gambling and Racing Board *(Hereafter referred to as the Board)* – an Equal Opportunity Employer – is a statutory body established in terms of section 2 of the Western Cape Gambling and Racing Act, 1996. The Board is responsible for the regulation, monitoring and control of the gambling, horseracing (Totalisator), and betting industry in the Western Cape.

he Board invites applications for the following vacant position:

OPERATIONS MANAGER: LICENSING

The purpose of this position is to manage and oversee licensing operations and administration, ensuring the effective utilisation of staff and resources and the efficient, consistent and compliant processing of licensing in accordance with the Western Cape Gambling and Racing Act, 1996 (Act 4 of 1996), and applicable regulations, policies and procedures.

The minimum requirements are: • A Bachelor's Degree (NQF Level 7) in Auditing, Business Management, Law or Operations and Project Management • Five years' relevant experience or more in a management position within a regulatory environment • A valid Code B driver's licence • Fluency in at least two of the three official languages of the Western Cape • Advanced computer literacy in MS Word, Excel and Outlook.

In addition, this management role requires excellent communication skills and strong leadership acumen. People management, team building, and strong motivational skills are essential, as are advanced computer skills and the ability to network with stakeholders. Ability to work under pressure and to pay close attention to detail.

The following qualifications, knowledge and experience will be a distinct advantage: A relevant Honours or Master's degree in Auditing, Business Management, Law (LLB), Operations Management or Project Management. A thorough understanding of the gambling industry, applicable legislation and legal and litigation processes, including the management of legal risks. Relevant experience in auditing, licensing, regulatory compliance or operations management within a government, private-sector or public entity environment. Knowledge of general management principles and experience in managing and improving compliance assessment processes

The key performance areas of this position will include, inter alia: • Oversee and manage the end-to-end licensing process, ensuring that applications are processed efficiently, consistently and in accordance with applicable legislation, regulations, policies and procedures • Oversee and manage the implementation of a functional framework for licensing operations • Lead and manage the Licensing team, including work allocation, performance management, staff development, resource allocation and continuous improvement • Develop and implement operational plans, procedures and process improvements to enhance the efficiency, quality and effectiveness of licensing operations • Oversee the quality and consistency of licensing assessments, investigations and recommendations; monitor compliance with regulatory requirements; and identify and mitigate risks within the licensing process • Ensure the integrity and proper management of licensing records and systems, and provide accurate and timely operational, performance and regulatory reports to management • Manage relationships and communication with applicants, licence holders, industry representatives and internal stakeholders to support effective licensing processes and resolve operational matters • Identify, assess and monitor risks relating to licensing operations, implement appropriate mitigation measures and report significant risks to management to support effective risk management and decision-making • Oversee site inspections, ensuring that inspections are properly conducted, findings documented and appropriate follow-up action taken.

The Board offers a total cost to company of **R1101 468.00** per annum **(including 13th Cheque)**.

Please apply through this link: https://bit.ly/4evlfFR

or scan the QR code to apply.

Please note that applications received via email will not be accepted.

Closing Date: 31 October 2026

Enquiries can be directed to Ms S Sixubane at sweetness@wcgrb.co.za

Correspondence will be limited to shortlisted candidates only. If you have not been contacted within four (4) weeks of the closing date, please accept that your application has been unsuccessful. The Board reserves the right not to make an appointment.

All shortlisted candidates will be required to complete a technical exercise to assess their job-related technical knowledge and skills. Details of the exercise will be communicated by the Board.

Following the interviews and technical exercise, recommended candidates will undergo a competency assessment in accordance with the Board's Recruitment and Selection Policy.

Shortlisted candidates must be available to attend interviews and assessments on the dates and at the times determined by the Board. The successful candidate will be required to undergo a probity investigation.

The Board supports both employment equity and affirmative action as contained in its employment equity plan and affirmative action policies and targets, and the position will be filled per the relevant plan and policies.

To consider any employment application, we will have to process your personal information.

A law known as the Protection of Personal Information Act, 4 of 2013 (POPIA) provides that when one processes another's personal information, such collection, retention, dissemination, and use of that person's personal information must be done lawfully and transparently.

In order to give effect to this right, we are under a duty to provide you with a number of details pertaining to the processing of your personal information. These details are housed under the ***HR Processing Notice****, which can be accessed and viewed on the WCGRB website, https://www.wcgrb.co.za/notices/, which* ***HR Processing Notice*** *we request you kindly download and read.*

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