

ERIS PROPERTY GROUP				
JOB DESCRIPTION: PROCUREMENT COMPLIANCE MANAGER		DATE ISSUED	Sept 2026	
		REVISION	1	
COMPILED BY	HR OFFICER	REVIEWED BY	Regional Head	Doc.: HR
APPROVED BY	EXECUTIVE HEAD: PROPERTY AND FACILITIES MANAGEMENT			Page 1 of 2

Position : Procurement Compliance Manager

Division : Property Management

Company : Eris Property Group

Location : Sandton Head Office

Reporting to : Facilities Management Lead

PURPOSE OF JOB
The Procurement Compliance Manager is responsible for the governance, administration, monitoring, and continuous improvement of procurement and compliance activities across the Property Management portfolio. The role provides leadership and oversight of supplier onboarding, supplier compliance, contract administration, supplier performance management, ESG compliance monitoring, helpdesk governance, and operational controls. The incumbent ensures that all procurement and supplier management activities are conducted in accordance with company policies, legislative requirements, contractual obligations, and established governance frameworks while supporting operational excellence and service delivery.

KPA's	KPI's
Procurement Governance	• Manage and maintain procurement governance processes and controls. • Ensure compliance with procurement policies, procedures, authority levels, and approval frameworks. • Oversee supplier onboarding, due diligence, accreditation, and approval processes. • Support sourcing, tender, quotation, and vendor evaluation processes. • Maintain procurement records, audit trails, and supporting documentation. • Promote fair, transparent, and compliant procurement practices. • Identify procurement risks and recommend mitigation measures. • Drive continuous improvement in procurement processes and controls.
Supplier Compliance Management	• Maintain and manage the approved supplier database. • Ensure supplier information and compliance records remain accurate, complete, and current. • Monitor the validity and renewal of supplier compliance documentation. • Conduct supplier compliance reviews and assessments. • Ensure suppliers comply with company, contractual, legislative, and regulatory requirements. • Maintain supplier compliance registers and reporting tools. • Investigate, monitor, and escalate supplier non-compliance matters.

Supplier Performance Management	• Maintain supplier scorecards and supplier performance management frameworks. • Monitor supplier performance against service levels, contractual commitments, and compliance obligations. • Coordinate supplier performance evaluations and review meetings. • Identify performance gaps and compliance failures. • Develop, maintain, monitor, and enforce corrective action plans. • Track progress against agreed improvement initiatives. • Escalate unresolved supplier performance issues. • Maintain records of supplier reviews, audits, scorecards, and corrective actions.
ESG Compliance	• Maintain existing Environmental, Social and Governance compliance programmes and reporting requirements. • Monitor supplier compliance with ESG standards and obligations. • Support responsible procurement and ethical sourcing initiatives. • Maintain ESG compliance records, registers, and supporting documentation. • Coordinate ESG reviews, assessments, and supplier evaluations. • Support ESG data collection and reporting requirements. • Monitor ESG-related risks and corrective actions. • Promote environmental responsibility, ethical business conduct, governance, and social accountability throughout the supplier base.
Contract Administration	• Maintain supplier contract and SLA registers. • Monitor contract compliance and performance obligations. • Coordinate contract renewals, amendments, and administration processes. • Ensure contractual documentation is properly maintained and controlled. • Support supplier performance management through effective contract governance. • Assist in resolving supplier contractual and performance-related matters.
Service Level Agreement Management	• Establish and maintain SLA governance frameworks across Facilities Management service providers. • Ensure Service Level Agreements clearly define service standards, deliverables, compliance requirements, and accountability measures. • Coordinate SLA implementation, renewals, amendments, and document control. • Monitor compliance with contractual service obligations and escalate material SLA breaches. • Maintain accurate SLA registers, governance records, and supporting documentation. • Provide reporting on SLA compliance, contractual risks, and service delivery trends. • Support continuous improvement of SLA governance processes and service standards.
Helpdesk Governance and Operational Support	• Responsible for the overall performance and governance of the Facilities Management Helpdesk function. • Monitor service requests, work orders, response times, and closure performance. • Ensure service delivery is managed in accordance with agreed service levels. • Address escalated work orders and service-related matters. • Support Property Service Managers and operational teams with administrative and operational requirements. • Maintain PIMS, MyBuildings, and related systems to ensure data integrity and effective performance.

	- Facilitate user training and ongoing support relating to Helpdesk processes and systems. - Monitor and report on Helpdesk performance and service trends. - Identify opportunities to improve operational efficiency and customer service.
Risk Management and Continuous Improvement	- Maintain procurement, compliance, and supplier governance processes. - Monitor operational, supplier, procurement, compliance, and ESG risks. - Maintain risk registers and mitigation plans. - Monitor audit findings and corrective action implementation. - Ensure policies, procedures, and controls are consistently applied. - Identify opportunities to streamline processes and improve efficiency. - Drive a culture of accountability, governance, and continuous improvement.
Reporting and Stakeholder Engagement	- Prepare procurement, compliance, ESG, supplier performance, and operational reports. - Maintain compliance dashboards, scorecards, trackers, and registers. - Provide regular reporting to management on key risks, trends, and performance indicators. - Build and maintain strong relationships with suppliers, service providers, and internal stakeholders. - Provide guidance on procurement governance, supplier compliance, and operational requirements. - Collaborate with Property Management, Finance, Risk, and Operations teams.

SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION

Competencies and Personal Attributes	- Demonstrates integrity, professionalism, accountability, and sound judgement in all interactions and decision-making. - Builds and maintains effective working relationships with internal stakeholders, suppliers, contractors, and clients. - Communicates clearly, confidently, and professionally across all levels of the organisation. - Strong analytical and problem-solving skills, with the ability to interpret information, identify trends, assess risks, and support informed decision-making. - Highly organised, methodical, and process-driven, with strong planning, prioritisation, and time management abilities. - Exceptional attention to detail, ensuring accuracy, quality, consistency, and compliance in all areas of responsibility. - Ability to manage multiple priorities, meet deadlines, and deliver results in a fast-paced environment. - Resilient, adaptable, and solution-focused when responding to operational challenges and changing business requirements. - Demonstrates leadership through professionalism, accountability, ownership, and leading by example. - Strong stakeholder management, influencing, and relationship-building capabilities. - Sound understanding of governance, compliance, risk management, and internal control principles. - High level of computer literacy and proficiency in Microsoft Office, business systems, databases, and reporting tools.
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	- Proactive and self-motivated, with a commitment to continuous improvement, operational excellence, and service delivery. - Strong teamwork and collaboration skills, with the ability to work effectively across multiple departments and functions.
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QUALIFICATIONS AND EXPERIENCE	
Qualifications	- Matric (essential) - Diploma in Procurement, Supply Chain Management, Business Management, or a related field
Experience	5-7 years' relevant experience in Procurement, Compliance, Supplier Governance, Facilities Management, Property Management, or Supply Chain Management. 2+ years' experience in a supervisory, leadership, or governance role. Advantageous - Knowledge of CIPC and corporate compliance requirements. - Experience with supplier due diligence and compliance management. - Understanding of governance, regulatory compliance, and risk management. - Experience in a Facilities Management or Property Management environment. - Multilingual proficiency advantageous

ACKNOWLEDGEMENT OF JOB DESCRIPTION	
LINE MANAGER	
Name and Surname	
Signature(s)	
Date	

EMPLOYEE	
I declare that I have read and understood the above job description and acknowledge that my roles and responsibilities are not limited to the aforementioned.	
Name and Surname	
Signature	
Date	