

ZANDILE MATSHAYA

RESEARCH & OPERATIONAL MANAGEMENT CONSULTANT

Physical Address:

Contact Information:

Email, _____

Cell, _____

Race, African

Gender, Female

Disability, None

Disclosure:

Director(s) of **ORI Professionals (Pty) Ltd** and,

Oyisa Education NPC

Trustee(s) of **Momentum Medical Aid Scheme**

Disciplines:

Strategic Leadership & Management; Community Development, Corporate Governance, Agriculture, Rural Development, Information Technology, Corporate Governance Skills, Performance Management, Cultural/Social Research and Human Resource Management.

OBJECTIVE

Zandile is a social science researcher and management consultant with more than ten years' experience. Her experience has spanned across the private, public and academic sector programmes respectively in the country. She is responsible for leading a team which focuses on strategic knowledge management, performance management, organizational design and reform, stakeholder management and project management for ORI Professionals (Pty) Ltd. Her most recent role has her managing a team that facilitates, educates, and strengthens professional proficiency for young working candidates preparing to write their qualifying examinations for SAICA Board Two, called APC. The review of her credentials will confirm that she has served as a catalyst for successful research, management consulting and capacity building initiatives in various organisations and institutions.

EDUCATION —

EXPERIENCE

1. University of Pretoria,
Masters of Arts (Political
Sciences), 2024 – 2026
2. University of South Africa,
Bachelor of Arts Honours
(Political Studies) (2013).
Research Report: Central
Role & Problematic Nature
of Choice
3. University of Cape Town,
Bachelor of Social Science
Majors: Political Sciences;
English Language &
Literature

October 2018 – current

Divisional Head & Director • Social Science Research • ORI Professionals

Main role is managing the strategic and operational activities which include governance, budget and other fiscal affairs, policy development), performing client lead duties and performing client relations functions (stakeholder management & relations). My duties as the divisional head and director involve but are not limited to supervising personnel and conflict management and resolutions, project management and managing the divisions business development opportunities. Which include but not limited to content development, information systems and products, the recruitment and management of ORI employees, the development of key performance indicators for the ORI employees and other human resources management functions. I additionally managed all human resources company needs, developed company policies and protocols to ensure compliance and employee induction needs. Organisational development and its maintenance were one of the duties deferred to me during my tenure as a divisional head. Work with ORI was diverse, we had a good mix of public and private sector clients.

4. South African Research & Innovation (SARIMA) member

5. South African Monitoring & Evaluation Association (SAMEA) – April 2025 to March 2026

July 2022 – *current*

Founder & Manager • Oyisa Education NPC

Main role is managing the operational and systems management activities which include the development & implementation of psychometric tests for candidate testing for student recruitment and management of admissions; candidate induction and management, curriculum development for in class sessions, facilitating and monitoring classes. Training and development and young candidate development programs. Creating speaking platforms and performing client lead duties on some of the clients at Oyisa Education NPC. My duties as the manager involve but are not limited to supervising personnel and conflict management and resolutions; manage the budget (funding), project management and managing the divisions business development opportunities. I am also responsible for securing funding for the programme.

June 2023 – June 2026

Elected Trustee • Medical Aid

Main role is overseeing management of the Medical Aid Scheme. It is also to safeguard the interest of members and other aligned stakeholders. It is also to ensure good governance practices; perform fiduciary duties and manage assets and investments. Lastly, as a trustee, I must ensure that the medical aid scheme abides by the policies they set out and upholds the objective of the medical aid scheme.

July 2017 – January 2018

Monitoring & Evaluation Officer • Centre for the Study of Violence & Reconciliation (CSVr)

CSVr is a non-governmental organization which envisions societies that are peaceful, equal, and free from violence. It aims to understand and prevent violence, heal its effects, and build sustainable peace at community, national and regional levels. Main role of the position included but not limited to implementing and maintaining data and knowledge systems; monitoring indicators and other data collection tools. I also facilitated reflective sessions for procedural and policy feedback for improving office practices through learning and knowledge management systems.

February 2013 – October 2016

Researcher • Human Sciences Research Council (HSRC) for the Centre for Science & Technology Innovation Indicators (CeSTII) & Democracy, Governance and Service Delivery (DGSD)

Main role includes strategic research, conducting surveys (national, local, or communal) and implementing various research projects. Facilitate interviews and focus groups for various research projects; edited and contributed to data outputs such as national reports, policy reviews and briefs etc. Our projects were mainly within the public sector with national and provincial governments/departments. A few involved local government initiatives who worked closely with communities and other partners such as NGOs and other civil society members.

March 2012 – October 2012

Junior Strategist • Technology Innovation Agency (TIA)

Main role includes setting up and maintaining a stakeholder database utilized by the office of TIA. Consistent stakeholder engagement and management. Organizing and participating in industrial platforms to connect innovators with funders and product commercialization experts. Designed stakeholder profiles and mapping and performed general office administration. This work honed my strategic framework and policy development skills including implementing those strategic action and project plans.

2011 – 2012

Researcher • Legal Resources Centre

Main role involved investigating the implementation of Domestic Violence Legislation by South African Police Services (SAPS). This included finalizing the sampling for police stations to target; visit and interview in the Cape Town area. Conduct interviews with the Captains, Sergeants, and Constables. Identify problematic bias by the officers; infrastructure and station resources and make recommendations where necessary.

KEY SKILLS —

1. Qualitative & Quantitative Research
2. Project Management
3. Records & Knowledge Management
4. Principle Lead Investigator
5. Implementation
6. Conflict Management
7. Strategic Leadership
8. Organisational Design & Reform
9. Change Management
10. Monitoring & Evaluation
11. Stakeholder Engagement/Relations & Management
12. Advocacy & Awareness

PROJECTS UNDERTAKEN

1. Trainer/Facilitator • Training for Management; Facilitated Community Police Forum Training for the City of Cape Town, Community Safety Planning and Implementation.
2. The management and development of an investment portfolio for a private client. We conduct a due diligence of all new business enterprises and the purchasing and buy-in into properties and projects respectively. I am the co-strategic planner and stakeholder manager in this project. One of the projects involved with this client was performing a due diligence on a conservation recreational park in Limpopo for investment and partnership purposes.
3. Commission on Restitution of Land Rights Outstanding Claims List Audit using ISAE3000 Standard for Non-financial Statements. Report is to be presented to a variety of stakeholders such as the Constitutional Court, Parliament etc. *I project managed this audit for non-financial data and was pivotal in managing the project teams nationally.*
4. Financial & Fiscal Commission, Revenue & Expenditure Gaps in Provinces Research.
5. Commission on Restitution of Land Rights, Transactional Advisory to assist with the implementation of the approved business plan for a Vegetable Farm situated in Madibeng Local Municipality, North West. *I was the co-principal investigator who performed Human Resources Audits, managed the community and its beneficiaries, and drive the implementation of the business plan. I also designed the training and development programs for the claimants (community members).*
6. Providing Industrial Development Corporation clients with Business support services which include but not limited to: Human Capital Resources; Finance & Marketing and Brand

Management. I project managed the HR functions in the project and supervise the Branding Management functions. I additionally ensured the quality assurance is met and developed and compiled the reports. I additionally ensured the quality assurance is met. We have worked with various sectors which include but not limited to agriculture, pharmaceuticals, and steel fabrication to name a few.

7. Commission on Restitution of Land Rights, Transactional Advisory for a land claim settlement (Community Facilitation; Beneficiary Verification, Financial & Accounting Review & designing a beneficiation plan for the beneficiaries with operating business) for Farm Elandsfontein 440 JQ. I was the co-principal investigator who performed community and transaction audit and co-created the beneficiation model, which is currently used in the Regional Land Claims, North West as a blueprint model when looking at beneficiation in mining claims. I lastly designed and implemented a training and development program for the claimants (community members).
8. Frontline Service Delivery for Water and Electricity (Department of Public Service and Administration) with City of Cape Town and Nyanga East Community. Facilitated and mediated engagement between the two stakeholders to ensure continued partnership that secures the safe and continued city related services. I handled all community and focus group facilitation, my multilingual ability ensured buy-in and aided engagement between the public officials and the community.
9. Citizen Support Programme for the National Treasury (Analyzing the City of Cape Town processes for Public Participation).
10. Twenty-year review for the Commission for Gender Equality. Examining CGE approaches and impacts for their implemented projects and services. *Reviewing past cases of the CGE.*
11. IEC: Transforming the Electoral Commission (Staff perceptions of Gender equality and mobility within the Chapter 9 institution). I handled the employee facilitation and focus groups. I contributed to the reporting and was part of the strategic research.
12. Public Participation in Environmental Policy Making at the Department of Environmental Affairs (Sponsored by DFID)
13. Western Cape Gambling and Racing Board, The effects of gambling and possible expansion of the gambling industry in the Western Cape. I handled all the fieldwork research, managed the fieldworkers and all data collection.
14. Farmworkers Survey for the City of Cape Town. Investigating the lives and perceptions of farmworkers. *Responsible for the data collection and interviewing farm workers.*
15. Gender Project for the Domestic Violence Legislation (How South African Police Services Interpret and Implement the Domestic Violence Act 116 of 1998). I handled the data collected, data cleaning and data analysis of all police station interviews. I additionally compiled the report used by the LRC to amend the DV Act.

1. Africa-Led Development, Africa Solutions to African Challenges Global Experience Program Course. (January – March 2025), participants included George Mason University, University of Pretoria & African Leadership University
2. 5th ICLLCE 2016 Singapore, August 2016
Presenting The role multilingual ability can play in promoting identity, culture and global citizenship.
Singapore, Royal Plaza on Scotts Hotel.
3. 2016 HSRC Social Sciences Research Conference. 22-23 September 2016.
Presenting Poverty & Inequality; Diagnosis, Prognosis and Response. Presenting The HPV Vaccination Roll-Out and Awareness: Lessons learned from the South African 2014 pilot.
Indaba Hotel, Conference Centre, Johannesburg
4. Gender Summit 5 Africa, April 2015
Poverty alleviation and economic empowerment through scientific research & innovation: Better Knowledge From and For Africa.
CTICC, Cape Town
5. World Social Science Forum, September 2015
Transforming Global Relations for a Just World.
ICC, Durban