human settlements
Department:
Human Settlements
REPUBLIC OF SOUTH AFRICA

SHRA
SOCIAL HOUSING REGULATORY AUTHORITY

Social Housing Regulatory Authority

32 Princess of Wales Terrace, Parktown, 2193

APPLICATIONS FOR SHRA INTERNSHIP PROGRAMME

The Social Housing Regulatory Authority (SHRA) is a schedule 3A public entity of the Department of Human Settlements established in terms of the Public Finance Management Act, No. 1 of 1999 (PFMA), with the mandate to provide rental social housing for low to medium income earners as per the Social Housing Act, No 16 of 2008.

The SHRA wishes to invite applications for the following two-year Internship opportunities which are aimed at providing unemployed young graduates below the age of 35 with workplace experience in the following field
The young graduate programme is a two-year programme aimed towards providing experience to young graduates focused on taking young graduates from various Universities and the University of Technologies. This opportunity is open to South African citizens.

APPLICATION PROCESS FOR INTERNSHIP
Applicants must take note of the following requirements:

1. Applications must be submitted on the SHRA application form, available on the SHRA website www.shra.org.za/vacancies accompanied by certified copies of the Identity Document, qualifications, a comprehensive CV and proof of residential address. Please don't send pictures. Only documents, in any format, will be accepted.
2. Applications without the above will not be considered.
3. Candidates automatically consent to qualifications and criminal background checks, including employment, credit, company ownership directorship and reference checks by virtue of submitting their applications.
4. SHRA reserves the right to or not to make appointments. If no response is received from SHRA within 90 days after the closing date, it must be presumed that your application wasn't successful. Correspondence regarding the advertised will be limited to successful candidates only.
5. Applications must be submitted to qaointern@pcpconsultancy.co.za on or before 27 November 2026. Late applications will not be considered.

FMHC, based in Durban, is looking for a Project Quality Assurance Officer Intern to help monitor and evaluate the quality of repairs and maintenance, security, cleaning and gardening services across its portfolio of projects. The intern will help ensure that service providers meet legal and health and safety standards and keep strictly to their service level agreements, while working professionally with tenants, tenant committees, service providers and other stakeholders.

INTERNSHIP: Project Quality Assurance Officer Intern

a) Position	Project Quality Assurance Officer Intern	**b) Department / Unit**	Facilities Management
c) Reporting Position	Chief Executive Officer	**d) Location**	FMHC, Durban

e) Key Learning Areas

Facilities Management

- Conduct daily site visits and inspections to assess the quality of work, address issues and recommend solutions.
- Inspect and monitor repairs and maintenance service providers to ensure work meets the company's quality standards.
- Allocate work and materials to company caretakers and handymen so that repair and maintenance job cards are completed on time.
- Ensure job cards are completed within 24 hours, unless an extended timeline has been motivated and agreed.
- Ensure a company employee accompanies approved outsourced service providers during repairs and maintenance.
- Motivate to management for all outsourced facilities-related work.
- Train caretakers and handymen on communicating with tenants.
- Identify and report building defects such as structural spalling and painting, and obtain budgets for discussion with management.
- Apply cost control measures to keep projects financially viable.

Service Provider Management

- Prepare service level agreements (SLAs) for security, cleaning and gardening services, setting out deliverables and performance standards.
- Monitor service providers for compliance with their SLAs, legal requirements and health and safety standards.
- Meet with service providers weekly, or as required, to give feedback on performance.

f) Requirements

Qualifications

- Grade 12 (Matric).
- Computer literacy: MS Excel, Word, email and Google Workspace.
- Knowledge of the MDA Property System will be an advantage.

Skills and Attributes

- Good written and verbal communication skills in English.
- Report writing, administration and data capture.
- Attention to detail, with strong analytical and problem-solving skills.
- Planning, organising and time management.
- Conflict resolution and negotiation skills.
- Assertive, decisive and self-disciplined.
- Integrity, confidentiality and professionalism.

Working Conditions

- Mainly site-based, with minimal office time.
- Able to work in varying weather conditions during site inspections.
- Flexible working hours when required.
- The reporting line may change in line with operational needs.

• Monitor service provider staff attendance and resolve related issues. **Security, Access Control and Parking** • Manage and resolve issues with the digitised security access control system. • Document access control and security plans, including costing, for the FMHC portfolio of projects. • Implement the gate pass policy. • Ensure parking bays are clearly marked, and manage bay allocation with the Letting department to keep parking billing and vehicle records accurate. **Reporting and Administration** • Report daily on the MDA Property System. • Prepare weekly and monthly reports on project quality and facilities management, or as requested by management. • Document corrective actions, follow up on their implementation and escalate significant matters to management. • Develop, implement and review quality standards, and help draft the facilities management standard operating policy and procedures. • Work with project managers and project staff to communicate quality expectations to service providers. • Keep an effective digital filing and administration system, and handle calls and emails. • Manage information using Google Workspace and company systems, protecting IT resources and confidential information. **Letting, Rental Collection and Risk** • Support the Debtors and Legal departments. • Advise the Letting department on the physical condition of vacant units. • Identify and report risks to the organisation and implement appropriate risk management measures. **Tenant and Stakeholder Relations** • Monitor and report on the social climate in projects, address minor social issues and escalate major ones. • Attend tenant committee meetings and refresher workshops, build good working relationships with committee members, and resolve urgent issues raised. • Maintain good communication with area business forums, ward councillors and other company stakeholders. • Perform other ad hoc duties as requested by management.	

Note: FMHC reserves the right not to make an appointment or to withdraw from the advertisement. Appointments will be made in line with the company's Employment Equity Plan. Only shortlisted applicants will be contacted.

To apply, please send a recent CV to **qaointern@pcpconsultancy.co.za**. **Please use the reference REF: QAO INTERN in the subject line.** The closing date for applications is 27 November 2026.