

TONI VAN NIEKERK

CURRICULUM VITAE 2009

PERSONAL DETAILS

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CURRENT POSITION

Senior Project Manager: U.E.C.T
Urban Energy Conservation & Transportation
Website: www.uct.org.za

Toni van Niekerk is currently working as a management consultant. She is a Senior Project Manager at U.E.C.T. (Urban Energy Conservation & Transportation) which is primarily focusing on practical implementation solutions for sustainable transportation and public transport management, urban development including sustainable housing, land use management, energy conservation and climate change mitigation in South and Southern Africa.

EDUCATION AND QUALIFICATIONS

- University of South Africa
BA (Communication and Psychology)
- Graduate Institute for Management and Technology, South Africa
Postgraduate Diploma in Labour Law
- University of South Africa, John Povey Centre for English Studies, TEFL programme
- University of Cape Town, Graduate School of Business, South Africa
Associate Programme in Integral Coaching (Executive coaching)
- University of Stellenbosch, Graduate School of Business, South Africa
Executive Programme in Strategic HR Leadership

Currently, Toni is also in the process of completing an Honors Degree in Psychology at the University of South Africa, where after she intends completing an internship and registering as a Psychometrist with the HPCSA. Her areas of specialization include Psychology of Work and Psychological Assessments.

SUMMARY OF MANAGEMENT EXPERIENCE

Toni van Niekerk has qualifications and 13 years experience at senior management level in Human Resource Management, Organizational development and design, Change Management and Integrated Marketing Communication and has a solid and thorough knowledge of local and provincial government. Her advanced skills include:

- Initiating change and organizational improvement, fermenting innovation
- Leading, formulating and executing policy, strategy and plans
- Building, managing and motivating teams – creating a high performance culture
- Solving problems, overcoming obstacles, persisting
- Identifying and heading the development of opportunities and organizational improvement projects

Toni van Niekerk has been in a range of managerial positions since 1996 and her focus has been on team work with focused objectives of transformation, implementation and delivery. The broad details are elaborated on below.

Change Management

Her level of expertise in change management spans from conceptualization to mastery inclusive of diagnostics, planning, developing change strategies, implementation, facilitation of change readiness workshops, developing and implementing communication plans and conducting surveys based on the Kotter, Adkar and Burke and Litwin models

Management

Toni has vast experience in operational management in both the public and private sector which includes the formulation of strategies and plans, setting and monitoring of budgets, tactics and plans to achieve return on investment; overseeing administration, recruitment, discipline, turnover, coaching, mentoring, training and development; implementing performance and reviews and employee assistance programs; driving transactional, relational and transformational management, performance management and business re-engineering.

Executive coaching

Toni specializes in evoking excellence in others through undertaking an assessment matrix of employees, and based on this, design coaching programs and interventions as well as facilitating one on one and group coaching conversations

**Marketing
Communications**

Toni is a seasoned communication specialist and her knowledge and working experience in this field includes strategy development and execution, media management, public relations, corporate communications, stakeholder management, brand management, event planning, promotions and exhibitions, customer service and reputation management. Toni has over the years held the position of media spokesperson in both Local and Provincial government and was pivotal in developing a marketing communications strategy for the ECDoH.

OVERVIEW OF PREVIOUS PROJECT INVOLVEMENT

Change management

Department of Health - Toni amongst other projects, systematically and successfully integrated the administration of two hospitals into a single unit, standardizing all administrative workflow procedures and service standards with specific focus on the role of coaching and communication in an organisation. She furthermore introduced the concept of performance centres across both hospitals empowering employees to take decisions at the various levels problems occur. This coupled with the alignment of their job descriptions to realise the strategic goals, slowly but surely created an accountable opposed to a blaming culture.

Metrobus (Pty) Ltd – Established a Customer Care Department with a fully Fledged Call Centre

**Marketing
Communications**

Department of Health – Developed and established an annual intern intake programme; developed as part of a Provincial Task Team the Corporate Identity of Health; developed a communication strategy, media strategy and crises communication strategy.

Metrobus (Pty) Ltd – Project managed Transport planning and information for the World Cup in Athletics and All Africa Games. Rationalized all information centers across Johannesburg. Established a public interface programme. Established a new corporate identity for the company.

CURRENT PROJECT INVOLVEMENT

- Provincial Land Transport Framework on behalf of Gauteng Province.
- Solid Waste Management as it relates to change management, with the focus on three broad issues namely sustainable job creation through education and targeted training, income generation and energy efficiency practices for service delivery.

EMPLOYMENT HISTORY

Toni van Niekerk has occupied the following senior management positions in her working career.

Johannesburg City Council / City of Johannesburg	1990 – 1996	Translator and Strategic support
Metrobus (Pty) Ltd	1996 – 2000	Manager: Customer Care
Ad'itude(Pty) Ltd	2000 – 2002	Senior Manager: Operations
Self-employed	2002 – 2004	Business consultant
Department of Health	2004 - 2009	Head: Administration and Communication
Urban Energy Conservation & Transportation (U.E.C.T)	2009 – Present	Senior Project Manager
