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| <b>Designation:</b>   | App Curation Quality & Standards Manager |
| <b>Category:</b>      | Canal Plus South Africa (Pty) Ltd        |
| <b>Level:</b>         | Skilled                                  |
| <b>Closing date:</b>  | 29-Sep-2026                              |
| <b>Position Type:</b> | Permanent                                |
| <b>Location:</b>      | MultiChoice City                         |

**Job Description:****The Organisation**

MultiChoice Group (MCG), a subsidiary of Groupe CANAL+, is a leading provider of entertainment and related consumer services. The company has an expanding ecosystem, underpinned by scalable technologies, and track record now spans almost 40 years. MCG provides video entertainment products and services through its linear and streaming platforms to millions of households across 50 countries on the African continent. Continues to grow by producing and acquiring the best local, sport and international content, offering tiered subscription packages and aggregated streaming services to its customer base. MCG's superior technology capabilities enable it to continue innovating around distribution, digital, payment solutions and content security to offer the best customer experience across the continent. Reaching up to 100million individuals daily, the MultiChoice Group is using its scale and distribution to expand its platform to include sports betting and interactive entertainment, fin-tech services, household services (focused on internet connectivity with emergency response services) and ed-tech. Irdeto which is MCG's technology business, provides platform cybersecurity services which protect over 6 billion devices and applications globally for some of the world's best media and technology brands, as well as clients in the connected industries.

**Purpose of the Position:**

- The App Curation Quality & Standards Manager is responsible for ensuring that quality standards, processes, and best practices are consistently implemented across all operating markets. The role drives continuous improvement in operational quality, compliance, and performance by monitoring standards, identifying improvement opportunities, and partnering with teams to deliver a consistent, high-quality app curation experience. The incumbent is responsible for supporting operational excellence, governance, and quality assurance practices to enhance efficiency, customer satisfaction, and business outcomes.

**Key Performance Objectives****Tasks****Quality Assurance and Compliance Management**

- Conduct regular quality audits of app curation execution across all operating markets.
- Monitor compliance with continent-wide curation standards, playbooks, and editorial guidelines.
- Verify adherence to homepage merchandising and content placement standards.
- Review campaign implementation to ensure alignment with approved execution frameworks.
- Identify quality gaps, operational risks, and areas of non-compliance, and recommend corrective actions.
- Track audit outcomes and ensure timely resolution of identified issues.

**Operational Governance and Standards Management**

- Develop and maintain quality assurance frameworks, standards, and operational procedures.
- Design and implement audit methodologies, quality scorecards, and performance metrics.
- Define minimum execution standards and service expectations across all markets.
- Create and maintain governance documentation, operational checklists, and process guidelines.
- Ensure operational readiness and consistent execution during major content launches, campaigns, and live events.
- Support and coordinate continuous improvement initiatives to enhance curation efficiency and effectiveness.

## **Metadata, Content Quality and Discoverability Management**

- Audit metadata accuracy, completeness, and quality across all content categories.
- Verify consistency in genre classifications, categorisation, tagging structures, and content descriptors.
- Validate adherence to naming conventions and localisation standards.
- Ensure artwork and promotional assets comply with brand and platform standards.
- Monitor content discoverability and recommend improvements based on metadata health and performance indicators.
- Collaborate with content, product, and market teams to address content quality issues.

## **Stakeholder Engagement, Reporting and Continuous Improvement**

- Provide regular quality performance reporting to leadership and key stakeholders.
- Analyse audit findings and identify trends, risks, and improvement opportunities.
- Partner with market teams to implement corrective actions and best practices.
- Facilitate training and coaching on curation standards, governance requirements, and quality expectations.
- Share quality insights and recommendations to improve customer experience and operational performance.
- Coordinate and support initiatives that improve standardisation, efficiency, and quality practices across the app curation function.

## **Qualifications**

- Bachelor's degree in Digital Media, Marketing, Business Management, Information Management, Media Studies, Communications and Information Systems or related field
- Postgraduate qualification advantageous.

## **Experience**

- 5-8 years' experience in digital content operations, content merchandising, app curation, OTT/streaming platforms, media, entertainment, or digital publishing environments.
- Experience managing quality assurance frameworks and governance processes.
- Experience working with content management systems (CMS), metadata management, and content publishing workflows.
- Experience collaborating across multiple markets and stakeholder groups.

## **Technical Competencies**

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- Digital Content Curation & Merchandising
- Metadata Governance & Content Taxonomy
- Content Management Systems & Platform Operations
- Quality Assurance, Compliance & Governance
- Data Analytics & Performance Reporting
- Customer Experience & Content Discoverability
- Operational Quality Management

## **Behavioural Competencies**

- Organisational Awareness: Understands how team goals align with broader departmental objectives.
  - Proactive Problem Solving: Anticipates issues and takes initiative to resolve them.
  - Collaborative Leadership: Works collaboratively within and outside the team to achieve goals.
  - Delegation: Assigns tasks effectively, balancing team strengths with developmental opportunities.
  - Influence and Persuasion: Positively influences team and stakeholders to support projects and goals.
  - Technical Expertise Application: Applies specialised knowledge effectively to support team projects.
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