

## DEPARTMENT OF PLANNING, MONITORING AND EVALUATION



- APPLICATIONS** : Applications must be sent to: The Department of Planning, Monitoring and Evaluation, attention Ms J Mchunu, by mail to Private Bag X944, Pretoria, 0001 or hand delivered at 330 Grosvenor Street, Hatfield, Pretoria. website: www.dpme.gov.za
- CLOSING DATE** : 24 February 2017 @ 12:00 pm
- NOTE** : The relevant reference number must be quoted on all applications. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance. Applications must be submitted on form Z.83 accompanied by certified copies of qualification(s), Identity Document, valid driver's license (where driving/travelling is an inherent requirement of the job), proof of citizenship if not RSA citizen, and a comprehensive CV specifying all experience indicating the respective dates (MM/YY) as well as indicating three reference persons with the following information: name and contact number(s), email address and an indication of the capacity in which the reference is known to the candidate. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. All copies must be certified in the past 12 months. Note: Failure to submit the above information will result in the application not being considered. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Reference checks will be done during the selection process. Note that correspondence will only be conducted with the short-listed candidates. If you have not been contacted within three (3) months of the closing date of the advertisement, please accept that your application was unsuccessful. Shortlisted candidates must be available for interviews at a date and time determined by DPME. Applicants must note that pre-employment checks will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include security clearance, security vetting, qualification verification and criminal records. For salary levels 11 to 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. The DPME reserves the right to utilise practical exercises / tests for non-SMS positions during the recruitment process (candidates who are shortlisted will be informed accordingly) to determine the suitability of candidates for the post(s). The DPME also reserves the right to cancel the filling / not to fill a vacancy that was advertised during any stage of the recruitment process.

## MANAGEMENT ECHELON

- POST 06/73** : **DIRECTOR: PRESIDENTIAL HOTLINE REF NO: 004/2017**
- SALARY** : R898 743–R1 058 691 per annum all-inclusive salary package, Level 13
- CENTRE** : Pretoria
- REQUIREMENTS** : A 3 year tertiary qualification (NQF 7 as recognised by SAQA) or equivalent plus a minimum of 8 years appropriate experience of which 5 years must be at a middle/senior management level. A post-graduate tertiary qualification will serve as an added advantage. Must have experience in implementing performance improvement initiatives with government departments. Managing call centres and complaint resolution programmes would be an added advantage. High level of understanding of the workings of government across all sectors, experience of executive-level report writing and experience of managing large teams of staff. Should possess the following skills: a high level of problem solving and analytical skills, systems development, project/programme management, report/document writing, computer literacy, financial management, human resource management, communication, client orientated and customer focussed, people management and empowerment. The implementation partners for this programme are very senior and the incumbent will therefore require high level skills in written and verbal communication.
- DUTIES** : The incumbent of the post will be responsible for managing the Presidential Hotline Directorate and implement the Hotline programme. This entails Strategic and

operational planning for the Presidential Hotline Directorate; manage effective financial management and control in the Directorate; managing optimal human resources planning in the directorate. Ensuring the setting up and operationalising of performance monitoring and performance management for the unit; manage the operational efficiency of the Presidential Hotline within the parameters of the agreed processes and procedures; manage the knowledge management, communications and reporting functions for the Hotline. Manage and oversee the performance of the call centre service provider in line with the signed Service Level Agreement (SLA); design and manage improvements to the operations of the Hotline; manage the high level relationships with all sector departments and provinces to ensure the quality and speed of complaints resolution by stakeholders. Develop and maintain effective stakeholder relations and manage the direct intervention into special cases, to ensure speedy resolution.

**ENQUIRIES**

: In connection with the applications kindly contact Ms J Mchunu, Tel no (012) 312-0462 and in connection with the post, Dr N Behari at Tel no (012) 312 0220