

## DEPARTMENT OF HOME AFFAIRS



- APPLICATIONS** : Applications must be sent on time to the correct e-mail address as indicated at the bottom of each advert, to reach the e-mail address on or before the closing date. Applications sent to the wrong address and/or received after the closing date or those that do not comply with the requirements, will not be taken into consideration.
- CLOSING DATE** : 24 February 2017
- NOTE** : Applications must be submitted on the Application for Employment Form (Z83), obtainable from any Public Service department or at [www.gov.za](http://www.gov.za) and must be accompanied by a comprehensive CV, including the details of at least two contactable referees (should be people who recently worked with the applicant) and certified copies of qualifications and identity document. It is the responsibility of applicants in possession of foreign qualifications to submit evaluated results by the South African Qualifications Authority (SAQA). Where a valid driver's license is a requirement, applicants must attach a certified copy of such licence. If no contact is made within three months from the closing date, please accept that the application was unsuccessful. Successful candidates will be required to enter into a performance agreement and will be subjected to security clearance procedures. Successful candidates may be required to undergo a competency assessment. All shortlisted candidates for SMS posts will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Following the interview and technical exercise, the selection panel will recommend candidates to attend a generic managerial competency assessment (in compliance with the DPSA Directive on the implementation of competency based assessments). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools. Kindly note that, for e-mailed applications, should you not receive an acknowledgement of receipt/ confirmation advice, this could mean that your application did not reach us due to the size of the attachments exceeding 2.5MB. Should this occur, we suggest you resend your application in 2 or 3 parts, splitting the attachments accordingly.

## OTHER POSTS

- POST 07/79** : **LOCAL OFFICE MANAGER 8 POSTS**
- SALARY CENTRE** : All-inclusive salary package of R726 276 to R855 516 per annum, Level 12  
 Eastern Cape: Large Office: East London (1 Post) Ref No: HRMC 14/17/1a  
 Eastern Cape: Large Office: Port Elizabeth (1 Post) Ref No: HRMC 14/17/1b  
 Gauteng: Large Office: Germiston (1 Post) Ref No: HRMC 14/17/1c  
 Gauteng: Large Office: Pretoria (1 Post) REF NO: HRMC 14/17/1d  
 Gauteng: Large Office: Soweto (Orlando) (1 Post) REF NO: HRMC 14/17/1e  
 KwaZulu-Natal: Large Office: EThekweni (1 Post) REF NO: HRMC 14/17/1f  
 Limpopo: Large Office: Polokwane (1 post) REF NO: HRMC 14/17/1g  
 Northern Cape: Large Office: Kuruman (1 Post) REF NO: HRMC 14/17/1h
- REQUIREMENTS** : A 3 year tertiary qualification at NQF level 6 as recognised by SAQA. A Degree at NQF level 7 will be an added advantage, A minimum of 3 years' relevant experience in Operations Management in a Customer Service environment and/ or a Grade 12 qualification with 6 years' relevant experience in Operations Management in a Customer Service environment of which 3 years should be at a management level. At least 2 years' relevant experience within the Public Service will be an added advantage. Must be computer literate. Knowledge of workflow planning and capacity planning. Knowledge of Civic Services Regulations, the Immigration Act and Refugee Act will be an added advantage. Knowledge and understanding of the Public Service prescripts and the South African constitution. Experience in resource management as well as understanding of Human Resources legislations and prescripts. Knowledge of Occupational Health and Safety Act. Experience in Financial Management as well as understanding of the Public Finance Management Act (PFMA) and Treasury Regulations. A valid driver's license and willingness travel extensively. Willingness to work extended hours (including weekends, holidays and shifts) are required.
- DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Manage effective operations within a Local Office. Ensure efficient and effective utilization of resources within the Local Office, mobile and health

facilities. Ensure effective risk and compliance management within the Local Office. Ensure successful business transformation within the Local Office. Establish and manage relationships with relevant stakeholders to support service delivery. Develop and maintain an operational plan complemented by action plans for service delivery in the Office. Support, provide inputs and advice on policy development and ensure the effective implementation thereof. Revisit, review and streamline all processes to ensure accuracy and efficiency in providing Civic and Immigration services. Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates. Ensure the effective and uniform implementation of Standard Operating Procedures. Inform the Regional Manager about work progress, problems and corrective measures applied. Ensure sound financial and revenue management within the Office in line with the PFMA and Treasury Regulations. Provide inputs into the IS infrastructure planning and management and ensure effective implementation. Ensure effective risk and compliance management by physically inspecting and conducting office based auditing of procedures and controls. Establish and manage relationships with all relevant stakeholders to support service delivery in the Region. Attend to and ensure resolution of enquiries and / or complaints.

**ENQUIRIES** : Ms P Reddy, Tel no: (012) 406 7263  
**APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to:

[ECrecruitment@dha.gov.za](mailto:ECrecruitment@dha.gov.za) (Eastern Cape)  
[GPreruitment@dha.gov.za](mailto:GPreruitment@dha.gov.za) (Gauteng)  
[KZNrecruitment@dha.gov.za](mailto:KZNrecruitment@dha.gov.za) (KwaZulu-Natal)  
[Limrecruitment@dha.gov.za](mailto:Limrecruitment@dha.gov.za) (Limpopo)  
[NCrecruitment@dha.gov.za](mailto:NCrecruitment@dha.gov.za) (Northern Cape)

**NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.

**POST 07/80** : **DEPUTY DIRECTOR: APPEALS REF NO: HRMC 14/17/2**  
 Branch: Immigration Services, Sub-Directorate: Appeals

**SALARY** : All-inclusive salary package of R726 276 to R855 516 per annum, Level 12  
**CENTRE** : Head Office, Pretoria  
**REQUIREMENTS** : A 3 year tertiary qualification at NQF level 6 in Law /Public Administration Management as recognized by SAQA. A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in immigration services. Exposure in adjudication of temporary residence visa and permanent residence permit will be an added advantage. Extensive experience in adjudication of appeals will be an added advantage. Extensive knowledge of the Immigration Act, Refugees Act and the Public Service Regulatory Framework. Knowledge of the South African Constitution. Understanding of departmental legislation and prescripts. Computer literacy. Customer focus, Knowledge management ability to prepare reports and conduct presentations. Problem solving, sound analytical and excellent interpersonal skills. Verbal and written communication skills. Ability to work effectively and develop unit work programme. Ability to operate effectively across organisational boundaries. Ability to produce high quality work under pressure. A valid driver's license and willingness to travel and to work extended hours when required.

**DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Receive appeal applications and capture on the register. Send acknowledgement of receipt of appeal applications to appellants. Review the case based on information provided by appellant, information from archive files and legislation. Conduct research/investigation with regard to the appeal case. Make recommendations on the outcomes of the appeal process and develop a submission to be sent to the delegated authority. Make recommendations on the outcomes of the appeal process and draft a memo to adjudicators recommending a review of the application. Update the question and answer and Movement Control System and in terms of the decisions. Develop and review appeals of temporary and permanent applications policies and code of practice for the directorate. Develop and ensure implementation of an appeal system and processes. Review according to the Immigration Regulation Directives and other prescripts. Implement governance processes, framework and procedures. Ensure compliance with all audit requirements, quality and risk management frameworks, standards and procedures. Monitor and ensure compliance with legislation, regulation and DHA

policies and procedures. Monitor adherence to policy and legislation regarding appeals personnel/officials. Develop and implement governance processes, framework and procedures within the directorate associated with statutory financial responsibilities. Monitor and ensure compliance with legislation, regulations, DHA policies and procedures within the directorate. Ensure compliance with all audit requirements within the directorate. Represent the directorate at management and other government forum. Monitor quality, risk, standards and practices against prescribed frameworks. Ensure that budget spending is maximized in line with strategic objective. Monitor and report on the utilization of equipment. Ensure that the preparation of the budget are in line with strategic plan and department objectives. Ensure proper implementation of the budget by monitoring, projecting on expenditure Coordinate memorandum of understanding, service level agreement and expenditure review.

- ENQUIRIES** : Mr R Marhule, Tel no: (012) 406 4591
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [IMSrecruitment@dha.gov.za](mailto:IMSrecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
- POST 07/81** : **DEPUTY DIRECTOR: ADMINISTRATION REF NO: HRMC 14/17/3**  
Sub-Directorate: Standing Committee for Refugee Affairs
- SALARY** : All-inclusive salary package of R726 276 to R855 516 per annum, Level 12
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : A 3 year tertiary qualification in Public Administration or related Social Sciences in NQF level 6 as recognized by SAQA. A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in a Management environment of which 2 -3 years' must be in a management position and/or a Grade 12 qualification with 6 years' experience in a Management environment of which 3 years must be in a management position. Knowledge of Office Support and Administration, Departmental legislation and prescripts, Public Service Regulatory Framework. Proven high level in Information Technology environment, Ability to communicate with all levels of management. Knowledge of Human Resources, Finance (Supply Chain Management and Asset Management). Advanced computer literacy. A valid drivers' license, willingness to travel and working extended hours is essential.
- DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Manage administrative support staff and monitor productivity and outputs, quality check of work presented to the Chairperson and Members. Assist with preparation of SOP's and oversee implementation thereof. Consolidate annual reports and performance management, budget planning and human resource management. Edit all Branch communication on various media and liaise with Branch: Communication Services. Quality assure on all Human Resource reporting, Dashboard presentations and data received. Consolidate monthly financial reports and oversee all procurement related matters. Initiate and coordinate process to develop a climate for the operationalization of change. Provide document content support (prepare draft responses, submissions, memoranda) to the Chairperson. Attend meetings on behalf of the Chairperson, record minutes /decisions and communicate to relevant role players and follow-up on progress. Accompany the Chairperson on business trips as and when required.
- ENQUIRIES** : Mr K Sloth-Nielsen, Tel no: (012) 323 1012
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [SCRArecruitment@dha.gov.za](mailto:SCRArecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
- POST 07/82** : **REFUGEE RECEPTION CENTRE MANAGER: PORT ELIZABETH REF NO: HRMC 14/17/4**  
Refugee Reception Centre
- SALARY** : All-inclusive salary package of R726 276 to R855 516 per annum, Level 12
- CENTRE** : Port Elizabeth

## **REQUIREMENTS**

: A 3 year tertiary qualification in Public Administration/ Management / Law at NQF level 6 as recognized by SAQA. A Degree on NQF level 7 will be an added advantage. 3-5 years' experience at a middle/ senior managerial level in the related field • Knowledge and understanding of the South African Constitution. Knowledge of Refugee Act, 1998 (Act No.130,1998), Public Service Regulatory Framework, departmental legislations and prescripts, and Regulations to the South African Refugee Act, 2000. Knowledge of the Immigration Act, 2002 (Act No. 13 of 2002) as amended. Understanding of intervention and conventions protocol relating to Refugee. Understanding of departmental legislation as well as Human Resources legislation and prescripts (Labour Relations Act, Employment Equity Act). Understanding and knowledge of business process improvement and re-engineering would be advantageous experience in the project management or business management environment. A valid driver's license and willingness to traveling and work extended hours may be required occasionally. Strategic capability and leadership. Client orientation and customer focus. People management and empowerment, financial management, programme and project management. Change management, communication, decision making, business report writing, influencing and networking. Computer literacy, analytical skills, negotiating and facilitation skills, research skills, honesty and integrity and diplomacy.

## **DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Ensure effective processing of asylum seeker applications. Ensure effective and efficient service delivery in the Refugee Reception Centre by taking appropriate steps to improve service delivery and trouble shoot remove blockage. Ensure the effective implementation of standard operating procedures in the processing of asylum seeking applications. Ensure quality of decision taken in refusal and granting of asylum seeking applications. Coordinate information and monitor statistics with regards to the issuing of asylum seeking applications. Monitor and evaluate compliance with the purpose for which asylum seeking permits were granted to applicant. Coordinate and manage relevant projects and programs including public campaigns on documentation used by refugees. Liaise with the Standing Committee for Refugee Affairs (SCRA) and Refugee Appeal Board (RAB) on refugee matters. Coordinate the management of stakeholder relationships in the Refugee Reception Centre. Monitor and ensure compliance with legislation, regulation and DHA policies and procedures. Develop and implementation policies, procedures, directives and regulations. Coordinate in development of the business plan for the office and ensure effective prioritization and resource planning. Coordinate and monitor on the delivery of the business plan against the agreed objectives and timeframes. Report on the performance of the Centre against the business plan to the Chief Directorate: Asylum Seeker Management. Develop professional expertise within the Centre and keep abreast with humanitarian needs and new developments. Provide advice and guidance on implementation and interpretation of the Refugee Act. Ensure the implementation of innovative initiatives within the Centre. Develop and review directives that inform the processing of clients in the Centre. Implement governance processes, framework and procedures. Ensure compliance with all audit requirements, quality and risk management frameworks, standards and procedures. Establish, maintain and ensure a good working relationship with the department and relevant stakeholders. Establish contact and healthy relationship with all stakeholders on matters relating to asylum seekers and refugees in the province. Manage interdepartmental relations on matters of asylum seekers and refugees, including with municipalities in order to advance and promote the objectives of the Refugee Act. Constant liaison and networking with relevant stakeholders. Manage resources (Physical, Human and Financial). Ensure that budget spending is maximized in line with the strategic objectives. Monitor and report on the utilisation of requirements. Ensure the preparations of budget are in line with the strategic plan and departmental objectives. Ensure proper implementation of budget by monitoring, projecting and report on expenditure. Ensure capacity and development of staff. Ensure and maintain employee motivation and cultivate a culture of performance management. Ensure that the Centre is adequately staffed. Evaluate and monitor performance and appraisal of employees. Ensure effective risk and compliance management. Develop and implement governance processes, framework and procedures within the Centre associated with statutory financial responsibilities. Monitor and ensure compliance with legislation, regulations, DHA policies and procedures within the directorate. Ensure compliance with all audit requirements within the Centre. Represent the Centre at management and other

		government forum. Monitor quality, risk, standards and practices against prescribed frameworks.
<b><u>ENQUIRIES</u></b>	:	Mr M Madumisa, Tel no: (012) 406 2543
<b><u>APPLICATIONS</u></b>	:	Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: <a href="mailto:ECrecruitment@dha.gov.za">ECrecruitment@dha.gov.za</a>
<b><u>NOTE</u></b>	:	Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
<b><u>POST 07/83</u></b>	:	<b><u>DEPUTY DIRECTOR: INFORMATION SYSTEMS AUDIT REF NO: HRMC 14/17/5</u></b> Branch: Audit Services, Chief Directorate: Audit Services, Directorate: Information Systems Audit
<b><u>SALARY</u></b>	:	All-inclusive salary package of R726 276 to R855 516 per annum, Level 12
<b><u>CENTRE</u></b>	:	Head Office, Pretoria
<b><u>REQUIREMENTS</u></b>	:	A 3 year tertiary qualification in Internal Audit/ Financial Information Systems /Information Technology at NQF level 6 as recognized by SAQA. A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in Internal Auditing/ Information Technology/Auditing of which at least 3 years should be in the Information Technology /Audit field. Minimum of 3 years' experience in middle management and project management. Formal training on data analytics programs such ACL or SQL is required. Certified Information Systems Auditor (CISA) or Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP) Certified in the Governance of Enterprise IT (CGEIT) will be an advantage. A valid driver's license and willingness to travel and to work extended hours when required.
<b><u>DUTIES</u></b>	:	The successful candidate will be responsible for, amongst others, the following specific tasks: Manage the audit assignments in accordance with the information systems audit methodology from planning to reporting. Provide input into information systems audit plan. Oversee the effective implementation of process and systems enhancement initiatives. Manage, monitor and control audit projects to ensure compliance to the professional standards for the practice of Internal Auditing regarding to planning and documentation. Ensure effective utilisation of related audit and IT frameworks such as COBIT within information systems audit assignments. Ensure effective Coordination of audit projects including: Applications reviews and general controls reviews, System Development Life Cycle (SDLC) reviews, IT Technical reviews, Contingency planning/disaster recovery reviews, etc. Ensure technical support to the audit teams within Internal Audit Unit. Ensure full implementation and utilization of the Continuous Audit tools and Continuous monitoring. Ensure quality, compliance, risks, standards and practices against prescribed frameworks and all audit requirements. Assist the Director in compiling reports on the results of internal audit exercise and reports to the Audit Committee and Senior Management team on audit findings and recommendations to ensure informed decision-making in audit related matters.
<b><u>ENQUIRIES</u></b>	:	Mr B Zimase, Tel no: (012) 406 7276
<b><u>APPLICATIONS</u></b>	:	Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: <a href="mailto:IPSrecruitment@dha.gov.za">IPSrecruitment@dha.gov.za</a>
<b><u>NOTE</u></b>	:	Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
<b><u>POST 07/84</u></b>	:	<b><u>SPECIALIST: APPLICATION TESTING REF NO: HRMC 14/17/6</u></b> Branch: Information Services, Directorate: Solution Delivery
<b><u>SALARY</u></b>	:	An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11
<b><u>CENTRE</u></b>	:	Head Office, Pretoria
<b><u>REQUIREMENTS</u></b>	:	A 3 year tertiary qualification in Information Technology / Computer Science at NQF level 6 as recognised by SAQA, A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in System Testing and analysis. Experience in business analysis, conceptual and analytical thinking. Experience in any of the development languages such as C#, JavaScript, Cobol, VB6/VB.Net, ASP or C++. Knowledge of test types, methodology and processes. Knowledge of development methodology and processes. Knowledge of system development life cycle (SDLC).

Knowledge of E government policy framework consultation paper developed by GITO. Knowledge of the State Information Technology Agency Act 88 of 1998. Knowledge of the Public Service Regulatory Framework. Understanding the testing challenges presented when applications are tested in isolation or in conjunction with interfacing applications. Project management, manpower forecasting and planning skills. Client orientation and customer focus. Financial management, policy formulation and interpretation. Conceptual and analytical thinking. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required.

**DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Ensure effective maintenance of the test plan, test schedules and scripts with consideration to end-to-end system flows. Coordinate and implement system testing methodology and process to conduct user acceptance. Ensure the completion of the objectives of each assignment within the agreed timeframe. Oversee the creation of test data to thoroughly test positive and negative program logic. Recommend and implement process improvements to enhance testing strategies. Coordinate, evaluate and monitor the analysis and reporting on testing outcomes. Develop, direct software system testing and validation procedures, programming and documentation. Ensure that analysis and quality control tests are conducted to ensure that software meets or exceeds specified standards and end-user requirements. Coordinate, monitor the test configuration and monitor the environment control during testing. Design testing schedule, manuals for the completion of systems and work flexibly to deadlines. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including financial losses and overpayment according to required format. Establish and implement quality control, norms and standards framework for IS stakeholder interaction and service delivery procurement Framework. Identify and monitor risks in relation to projects. Interpret and implement all organisational circulars, policy and other communications that impact on the operation of the business unit. Implement compliance with all duties of the employer in terms of the applicable legislative framework falling within office duties.

**ENQUIRIES** : Mr L Kgopa, Tel no: 012 406 2554  
**APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)

**NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.

**POST 07/85** : **SPECIALIST: PROGRAMMER REF NO: HRMC 14/17/7**  
 Branch: Information Services, Directorate: Applications Maintenance and Support

**SALARY** : An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11  
**CENTRE** : Head Office, Pretoria  
**REQUIREMENTS** : A 3 year tertiary qualification in Information Technology or Computer Science at NQF Level 6 as recognized by SAQA. A Degree at NQF level 7 qualification will be an added advantage. 3 - 5 years' experience in programming languages: Cobol, Natural Adabas, C Programming and Java. Supervisory experience is required. Experience of testing types Regression, Functional, Stress and Load testing. Knowledge and ability to demonstrate thorough understanding of application development within a complex project and organization. Knowledge of databases such as Mainframe, Oracle, MYSQL and DB2. Knowledge of integration tools and processes, Knowledge of Minimum Information Security Standards (MISS), Knowledge of the State Information Technology Agency Act. The position paper on information security ISO 17799 (Information Security framework). National Strategic Intelligence Act and the Draft Electronic Transactions Bill. Understanding of the Departmental Legislations and Prescripts. Knowledge of the Public Service Regulatory Framework. Information Technology and SITA frameworks and prescripts relating to development or testing. Computer literate. Good written and verbal communication skills. Proficient in development environment, problem solving, time management and presentation skills. A valid driver's license and willingness travel extensively. Willingness to work extended hours and on-call duties may be required.

**DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Ensure the interpretation and translation of design specifications into

functions that the program is intended to perform. Analyze specifications and develop report on feasibility, cost, time required and compatibility with current systems. Oversee the design and development of application components and manage configuration requests. Perform administrative tasks such as entering time, updating work orders, updating knowledgebase, providing status reports, etc. Develop technical expertise within the Unit and keep abreast of technological developments. Ensure that system development documentation written and maintained including detailed documents on operation of program and user requirements. Oversee the creation of definitions of applications and use the specific definition of an application in order to create a catalog of existing applications that are installed in the Department. Oversee the development of a release plan and coordinate the implementation of tested and approved systems. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including e.g. financial losses, overpayment, etc. according to required format. Keep up to date with compliance and regulatory requirements and liaise with all relevant stakeholders within and external to the organisation to ensure accurate implementation. Interpret and implement all organisational circulars, policy and other communications that impact on the operation of the business Unit. Implement compliance with all duties of the employer in terms of the applicable legislative framework falling within office duties. Establish and implement a quality control, norms and standards framework for human resource stakeholder interaction and service delivery. Report on the performance of the unit against work plan, business requirements and targets. Develop and implement the work plan for the Unit and ensure effective prioritisation and resource planning. Agree on training and development needs of the Unit. Provides information relative to the identification and development of objectives, goals, and strategy relative to individual functional area. Implement effective talent management processes within the Unit (attraction, retention, development). Manage the implementation of compliant performance management system. Manage the financial resources of asset management and projects of in accordance with PFMA and Supply Chain and procurement framework. Identify and monitor financial risks in relation to the projects in the Unit.

**ENQUIRIES  
APPLICATIONS**

: Ms R Maluleka, Tel no: (012) 406 2553  
 : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)

**NOTE**

: Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.

**POST 07/86**

: **SPECIALIST: APPLICATION ADMINISTRATOR REF NO: HRMC 14/17/8**  
 Branch: Information Services, Directorate: Applications Maintenance and Support

**SALARY  
CENTRE  
REQUIREMENTS**

: An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11  
 : Head Office, Pretoria  
 : A 3 year tertiary qualification in Information Technology or Computer Science at NQF Level 6 as recognized by SAQA. A Degree in NQF level 7 will be an added advantage. 3-5 years' experience in programming environment is required, Sound experience in programming languages e.g. Java, net, C++,PHP, Python, HTML, JavaScript and VB. Experience of testing types Regression, Functional, Stress and Load testing. Experience and relevant knowledge in different programming tools. Knowledge and ability to demonstrate thorough understanding of application development within a complex project and organization. Working knowledge of MSSSQL, Oracle, MySQL and DB2 databases • Knowledge of system development methodology and processes. Understanding of the development challenges presented when applications or components of applications are developed in isolation or in conjunction with interfacing applications. Good communication and problem solving skills. Team working and independent working. Time management, assertiveness and people management. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required.

**DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Monitor the effectiveness of application administration to prevention measures for system defects. Provide recommendation on applications changes in accordance with legislation and business changes and ensure the implementation. Oversee the release of new systems and changes to current systems. Manage new

services into production and migration control. Ensure information sharing between development, production, infrastructure services and business owners. Oversee the management and monitoring of application configurations. Ensure availability of applications in line with the Service Level Agreements (SLAs). Ensure the monitoring of the resolution of system problems and document resolutions for future reference. Ensure that tools are implemented to monitor and track application performance. Ensure that detailed chart flow and diagrams outlining systems capabilities and processes are properly managed. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including e.g. financial losses, overpayment, etc according to required format. Ensure compliance and adherence to regulatory requirements and liaise with all relevant stakeholders within and external to the organisation to ensure accurate implementation. Interpret and implement all organisational circulars, policy and other communications. Establish and implement a quality control, norms and standards framework. Report on the performance of the unit against operational plan, business requirements and targets. Develop and implement the work plan for the unit and ensure effective prioritisation and resource planning. Agree on training and development needs of the Unit. Provides information relative to the identification and development of objectives, goals, and strategy relative to individual functional area. Implement effective talent management processes within the unit (attraction, retention, development). Manage the implementation of compliant performance management system. Ensure that employees are equipped with the required skills and resources to perform optimally. Manage the financial resources of programmes, asset management and projects of in accordance with PFMA and supply chain and procurement framework. Identify and monitor financial risks in relation to the projects in the Unit.

- ENQUIRIES** : Mr R Maluleka, Tel no: (012) 406 2553
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
- POST 07/87** : **SPECIALIST: APPLICATION DEVELOPER, 2 POSTS REF NO: HRMC 14/17/9**  
Branch: Information Services, Directorate: Solutions Delivery
- SALARY** : An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : A 3 year tertiary qualification in Information Technology or Computer Science at NQF Level 6 as recognized by SAQA. A Degree at NQF level 7 will be an added advantage • 3 -5 years' experience in application development is required. Sound experience in programming language e.g. Java, .net, C++, PHP, Python, HTML, JavaScript, VB. Experience of testing types e.g. Regression, Functional, Stress and Load testing. Experience and relevant knowledge in different development and database tools e.g. techniques and environments in order to develop and deliver quality applications and documentation. Solid experience in system development. Development of unit test plan and unit testing of applications. Knowledge and ability to demonstrate thorough understanding of application development within a complex project and organization. Working knowledge of databases such as SQL, Oracle and MySQL. Understanding of the development challenges presented when applications or components of application are developed in isolation or in conjunction with interfacing applications. Understanding of the departmental legislations and prescripts. Knowledge of the Public Service Regulatory Framework. Good verbal and communication skills, presentation, problem solving, team working and independent skills. Time management, assertiveness and people management skills. Computer literacy. Dealing with pressures and setbacks, proficient in development environment. Basic project management. Attention to detail. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required.
- DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Analyse user requirements specifications and develop technical, functional and non-functional specification. Ensure the interpretation and translation of user requirements into design specifications and functions specification. Manage and support the design and development of application



components/functionality, integration and configuration requests. Ensure that the application development tasks are performed, ensure that applications development documentation are written and maintained. Oversee the creation of definitions of applications and use the specific definition of an application. Create a catalogue of new and existing applications that are installed in the Department. Oversee the development of a release plan and coordinate the implementation of tested and approved system. Measure the financial benefits of each application in comparison to the costs of the application's maintenance and operations. Make recommendations on managing cost by identifying duplication, redundancy and which system can be replaced. Gather information about existing applications, the cost to build and maintain applications, quality of the application, and expected lifespan. Provide detailed reports on the performance of the applications in relation to the cost to own and the business value delivered. Provide input into applications strategy by planning future upgrades, enhancement etc. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including e.g. financial losses, overpayments, etc. according to required format. Keep up to date with compliance and regulatory requirements and liaise with all relevant stakeholders within and external to the organisation to ensure accurate implementation. Interpret and implement all organisational circulars, policy and other communications that impact on the operation unit. Implement compliance with all duties of the employer in terms of the applicable legislative framework falling within office duties, Establish and implement a quality control, norms and standards framework for human resource stakeholder interaction and service delivery. Report on the performance of the unit against work plan, business requirements and targets. Develop and implement the work plan for the unit and ensure effective prioritisation and resource planning. Agree on training and development needs of the unit. Agree on training and development needs of the Unit. Provides information relative to the identification and development of objectives, goals, and strategy relative to individual functional area, Implement effective talent management processes within the unit (attraction, retention, development). Manage the implementation of compliant performance management system. Ensure that employees are equipped with the required skills and resources to perform optimally. Manage the financial resources of programmes, asset management and projects of in accordance with PFMA and supply chain and procurement framework. Identify and monitor financial risks in relation to the projects in the Unit.

- ENQUIRIES** : Mr L Kgopa, Tel no: (012) 406 2554
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
- POST 07/88** : **SPECIALIST: SYSTEM ANALYSIS REF NO: HRMC 14/17/10**  
Branch: Information Services, Directorate: Solution Delivery
- SALARY** : An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : A 3 year tertiary qualification in Information Technology / Computer Science at NQF level 6 qualification as recognised by SAQA • A Degree at NQF level 7 will be an added advantage. 3 -5 solid years' experience in system analysis. Experience in programming and in system testing types such as Regression, Functional, Stress and Load testing will be an added advantage Experience in any of the following development languages: C#, Java Script, Cobol, VB6/VB.Net, ASP or C++. Knowledge of different and database tools, techniques and environments in order to develop and deliver quality applications and documentation. Demonstrate thorough understanding of application development within a complex project and organisation. Ability to coordinate and lead team work on projects / system development. Working knowledge of databases such as SQL, Oracle and MySQL. Knowledge of system development life cycle (SDLC), methodologies and processes. Knowledge of the State Information Technology Act 88 of 1998. Knowledge of Minimum Information Security standards (MISS). The position paper on information security ISO 17799 (Information Security Framework), National Strategic Intelligence Act and the Draft Electronic Transaction Bill. Knowledge of various programming languages is required. Understanding of the departmental

Legislations and prescripts. Knowledge of the Public Service Regulatory Framework. Good written and communication skills. Presentation, problem solving, team working and independent skills. Time management, assertiveness and people management skills. Computer literacy, dealing with pressures and setbacks, proficient in development environment. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required.

**DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Coordinate analyses of business units' existing systems and documentation. Assist in translating client requirements into technical and functional requirements. Monitor analysis of system problems and documentation of resolutions for future reference. Identify and implement options for potential solutions and assess them for both technical and business suitability. Coordinate and analyses of reported system defects to ensure redress and prevention thereof. Drawing up specification proposals for modified enhancement or replacement systems. Producing systems feasibility reports. Examine existing BPMN, use cases, UML and flowcharts. Discuss findings with the business units, developers, business analysts and managers. Design an appropriate improved ICT solution. Liaise extensively with internal or external clients on systems. Participate in the writing user manuals and test cases. Presenting proposals to business units and projects office on envisaged systems. Working closely with developers and a variety of end users to ensure technical compatibility and user satisfaction. Providing training to users of a new system. Keeping business units and management up to date with technical and industry sector developments.

**ENQUIRIES**

: Mr L Kgopa, Tel no: (012) 406 2554

**APPLICATIONS**

: Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)

**NOTE**

: Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.

**POST 07/89**

: **SPECIALIST: BUSINESS PROCESS ENGINEER REF NO: HRMC 14/17/11**

Branch: Information Services, Directorate: Business Analysis

**SALARY**

: An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11

**CENTRE**

: Head Office, Pretoria

**REQUIREMENTS**

: A 3 year tertiary qualification in Information Technology or Computer Science at NQF Level 6 qualification as recognized by SAQA. A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in Process Engineering, Re-engineering as well as business analyst. Proven experience of process management, engineering and design is required. Experience in developing strategies for IT system to enable and sustain business processes demonstrate thorough understanding of application development within a complex project and organisation. Ability to lead and coordinate a team work on project or system development. Working knowledge of databases such as Oracle and MySQL. Knowledge of BABOK and system development life cycle (SDLC), methodologies and processes. Knowledge of the Public Service Regulatory Framework. Knowledge of the State Information Technology Agency Act 88 of 1998. Knowledge of Minimum Information Security Standards (MISS, The position paper on information security ISO 17799 (Information Security Framework), National Strategic Intelligence Act and the Draft Electronic Transaction Bill. Knowledge of the departmental legislations and prescripts, Good written and communication skills. Research, problem solving and strong analytical skills. Project management, conceptual thinking ability. Client orientation and customer focus. People management and empowerment. Computer literacy. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required.

**DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Analyse process improvement and re-engineering methodologies and principles to conduct process modernization. Identify processes to be re-engineered and develop re-engineering strategies. Conduct system integrations for critical subsystems in the organisation. Oversee Data models and database integrations exercises. Provide support for transitioning existing organizational or project teams in accomplishing the organization's goals and objectives. Demonstrate experience and leadership in organisational change programmes. Facilitate the activity and data modelling, define workflows through IT Process landscape and identify best practice. Ensure improvement opportunities and plan

the implementation of the new business process. Provide guidance on how to identify, assess, diagnose and deliver method of improvement. Lead process engineering through transformation/continuous improvement effort. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required. Defines project scope and objectives, presents assessment of current business processes, identifies and recommends potential intervention. A valid driver's license and willingness travel extensively. Willingness to work extended hours is required. Liaise with project team and IT technical partners regarding the re-engineering process. Leads the re-engineering process design projects. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including e.g. financial losses, overpayments, etc. according to required format. Keep up to date with compliance and regulatory requirements and liaise with all relevant stakeholders within and external to the organisation to ensure accurate implementation. Interpret and implement all organisational circulars, policy and other communications that impact on the operation unit. Implement compliance with all duties of the employer in terms of the applicable legislative framework falling within office duties. Establish and implement a quality control, norms and standards framework for human resource stakeholder interaction and service delivery. Report on the performance of the unit against work plan, business requirements and targets. Develop and implement the work plan for the unit and ensure effective prioritisation and resource planning. Agree on training and development needs of the unit. Agree on training and development needs of the Unit. Provides information relative to the identification and development of objectives, goals, and strategy relative to individual functional area. Implement effective talent management processes within the unit (attraction, retention, development). Manage the implementation of compliant performance management system. Ensure that employees are equipped with the required skills and resources to perform optimally. Manage the financial resources of programmes, asset management and projects of in accordance with PFMA and supply chain and procurement framework. Identify and monitor financial risks in relation to the projects in the Unit.

- ENQUIRIES** : Mr L Kgopa, Tel no: (012) 406 2554
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
- POST 07/90** : **SPECIALIST: RISK AND QUALITY REF NO: HRMC 14/17/12**  
Branch: Information Services, Directorate: IS Governance
- SALARY** : An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : A 3 year tertiary qualification in Computer Science /Information Technology at NQF level 6 as recognised by SAQA, A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in IS risk analysis or quality assurance consulting. Experience in project management and IT governance processes. Knowledge of software product development and quality assurance methodologies. Knowledge of the GITO Frameworks and policies. Knowledge of risk management tools and understanding of methods for reducing operational risk. Knowledge of State Information Technology Act. Knowledge of MISS. Risk management skills, problem solving and analysis skills. Data analysis skills. Knowledge of the Public Service Regulatory Framework, good written and communication skills, problem solving skills, strong analytical skills. Computer literate. A valid driver's license and willingness to travel. Working extended hours may be required.
- DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Develop and refine IS risk modelling approaches and methodologies. Develop quality and risk management frameworks for Information Services (IS). Develop the implementation plans with identified IS risk and quality owners and risk sponsors and ensure approval. Establish the effective running of cross functional IS governance structure, system and process. Liaise with other departments/researching and collating needs and improvements. Access and implement information system controls, security and business/systems recovery programs or practices in accordance with risk and quality requirements. Evaluate

adequacy of internal IS control. Facilitate the articulation and implementation of well-defined internal controls and measures to comply with audit requirements. Ensure development of disaster recovery plan accordance with GITO Framework and maintain/update the plan annually. Identify and characterise risks in the different technological areas (General technology risks). Conduct IT risk assessments and audits within the branch. Ensure consistency and uniformity of IS risk management system. Track risk management activities, including reporting, measuring and consolidate procedures. Consolidate and analyse the exposure to risks overall (viruses, overload, etc.). Provide support for validation of system, software and quality assurance process. Conduct bi-annual tests with regards to recovery procedures. Ensures appropriate technical standards and procedures are defined. Ensures best practices are adhered to in the adoption of new technologies. Create and build partnerships with various internal stakeholders in order to enforce compliance. Plan and prioritise the portfolio of initiatives and ensure that the initiatives are defined in terms of their expected value to the business. Ensure the consistent monitoring of benefit realisation and customer satisfaction from IS initiatives implemented. Proactively invest and ensure implementation of new technologies to drive business performance. Interpret business strategies, issues and requirements. Coordinate and review strategy and compliance within the branch. Develop change programmes and projects to address them. Monitor and detect violations and exceptions to the mandated requirements. Liaise with the internal audit teams to facilitate compliance with audit information requirements. Work with internal and external auditors on enterprise level deficiencies. Provide advice and guidance to IS users regarding the effective implementation of risk processes and procedures. Develop document maintain and measure compliance with respect to policies, procedures and standards. Conduct studies, analyses or specific projects relating to IS quality and risk management. Develop IS risk management training programs and internal memos. Establish and implement a quality control, norms and standards framework for human resource stakeholder interaction and service delivery. Comply with the departmental policies, procedures and Treasury Regulations to ensure that Supply Chain Management and asset are effectively managed.

**ENQUIRIES  
APPLICATIONS**

: Ms P Mosia, Tel no: (012) 406 4536  
 : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ISrecruitment@dha.gov.za](mailto:ISrecruitment@dha.gov.za)

**NOTE**

: Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.

**POST 07/91**

: **DEPUTY DIRECTOR: CUSTOMER SERVICES CENTRE (CONTACT CENTRE QUALITY ASSURANCE) REF NO: HRMC 14/17/13**  
 Branch: Institutional Planning and Support, Chief Directorate: Channel Management

**SALARY  
CENTRE  
REQUIREMENTS**

: An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11  
 : Head Office, Pretoria,  
 : A 3 year tertiary qualification in Public Management and Administration, Social Sciences, Quality Management or Business Management at NQF level 6 as recognized by SAQA . A Degree at NQF level 7 will be an added advantage. 3 years' working experience in Contact Centre Quality Assurance/ Customer Experience Coaching or Quality Assurance Coaching at a junior management level and /or a Grade 12 qualification plus 6 years' working experience in Contact Centre Quality Assurance Coaching or Customer Experience Coaching of which 3 years' should be at a junior management level. Knowledge of workflow planning and capacity planning. Knowledge and understanding of Human Resources legislations and prescripts. Knowledge of the Public Service Regulatory Framework. Must be computer literate. People management and empowerment. Change, knowledge and financial management. Honesty and integrity. Planning and organising. Client orientation and customer focus. Business report writing, communication and presentation skills. Problem solving and analysis. A valid driver's license. Travelling may be required. Knowledge and understanding of customer relationship management and quality management strategies. Excellent facilitation and presentation skills. Excellent report writing skills • Analytical thinker. Experience in implementing a customer experience enhancement strategy or similar. Shift work

is mandatory - the contact centre opens from 07:30am to 17:30pm Mondays to Fridays and 08:00am to 12:00 on Saturdays.

**DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Provide and manage leadership for the customer experience function within the contact centre. Develop the Contact Centre quality management framework. Drive customer experience requirements through Team Leaders and Quality assurance Coaches. Coordinate Contact Centre Management involvement in the delivery of quality through regular discussion and feedback. Training of new Quality assurance Coaches and Team Leaders on the agreed customer experience management system. Developing the existing quality assurance Coaches and Team Leaders on quality, coaching, people focus, and feedback. Update all stakeholders on progress and changes. Manage the calibration process across Team leaders and quality assurance Coaches, to ensure consistency. Regularly review the customer experience management system for effectiveness, and engage parties on recommended changes/updates. Report on data analysis results. Interface with IT/HR/ Training/Quality. Compile tactical plans aligned to business requirements to ensure effective strategy execution. Facilitate best practices to contribute towards improved organizational performance. Ensure the implementation of effective risk and compliance management practices. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including e.g. financial losses, overpayment, etc. according to required format. Keep up to date with compliance and regulatory requirements and liaise with all relevant stakeholders within and external to the organisation to ensure accurate implementation. Interpret and implement all organisational circulars, policy and other communication that impacts on the operations of the business Unit. Conduct trends analysis relating to exit and absenteeism management and develop and implement strategies to minimize risks. Implement compliance with all duties of the employer in terms of the applicable legislative framework falling within office duties. Establish and implement a quality control, norms and standards framework for human resource stakeholder interaction and service delivery. Serve as nodal point on all matters relating to the Auditor- General and represent the Branch at relevant meetings in this regard. Manage Resource (Human, Financial and Physical) within the Unit. Report on the performance of the unit against operational plan, business requirements and targets. Develop and implement the work plan for the unit and ensure effective prioritisation and resource planning. Identify people benefits training needs, develop and implement training programmes to effectively address the needs. Provide information relative to the identification and development of objectives, goals, and strategy relative to individual functional areas. Implement effective talent management processes within the unit (attraction, retention, development). Manage the implementation of compliant performance management system. Ensure that employees are equipped with the required skills and resources to perform optimally. Manage the financial resources of programmes, asset management and projects in accordance with PFMA and supply chain and procurement framework. Identify and monitor financial risks in relation to the projects in the Unit.

**ENQUIRIES**

: Ms S Mashile, Tel no: (012) 300 8602

**APPLICATIONS**

: Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [CallCentrerecruitment@dha.gov.za](mailto:CallCentrerecruitment@dha.gov.za)

**NOTE**

: Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.

**POST 07/92**

: **DEPUTY DIRECTOR: CUSTOMER SERVICES CENTRE (CONTACT CENTRE OPERATIONS) REF NO: HRMC 14/17/14**

Branch: Institutional Planning and Support, Chief Directorate: Channel Management

**SALARY CENTRE REQUIREMENTS**

: An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11  
: Head Office, Pretoria

: A 3 year tertiary qualification in Public Management/ Marketing /Statistics/ Business Management at NQF level 6 as recognised by SAQA. A Degree at NQF level 7 will be an added advantage. 3 years' working experience in Call Centre /Customer Service Operations at a junior management level and/ or a Grade 12 qualification plus 6 years working experience in Call Centre /Customer service Operations of

which 3 years' should be at a junior management level. Diploma or Certificate in Call Centre Management will be an added advantage. Experience in Call Centre management or Customer Services. Knowledge and understanding of customer relationship management. Knowledge of workflow planning and capacity planning. Excellent report writing skills. Analytical thinker. Knowledge and understanding of Human Resources legislations and prescripts. Knowledge of the Public Service Regulatory Framework. Must be computer literate. People management and empowerment. Change, knowledge and financial management. Honesty and integrity. Planning and organising. Client orientation and customer focus. Business report writing, communication and presentation skills. Problem solving and analysis. A valid driver's license. Shift work is mandatory - the contact centre opens from 07:30am to 17:30pm Mondays to Fridays and 08:00am to 12:00 on Saturdays.

**DUTIES**

The successful candidate will be responsible for, amongst others, the following specific tasks: Coordinate customer related complaints and compliments processes. Manage the overall operational delivery of designated process within the DHA call centre. Manage the client interface and continuously improve the efficiencies and service delivered by the Assistant Directors: Call Centre Operations. Manage Customer Interactions through Inbound voice contact through his/her team for the various services. Analyse steps in work processes. Coordinate improvement opportunities. Fully implement improvements with best results. Constantly monitor & review performance metrics for achievement of objectives. Track & ensure closure of complaints. Effectively manage Contact Centre operations for constant performance achievements. Identify relevant training needs of agents and Team Leaders & ensure effective implementation. Effectively manage shift operations. Prepare work/manpower schedules. Prepare contingency plans. Interface with IT/HR/ Training/Quality. Collate data & generate MIS reports. Recruit, train & retrain team in conjunction with HR for optimum performance. Mentor and develop the team. Guide and provide relevant management information and coordinate the implementation of solutions to address identified adverse trends. Develop policies and procedures relating to customer complaints and compliments are adhered to. Coordinate, manage, evaluate and identify opportunities to drive process improvements that will positively impact the customer's service. Act as an ambassador and ensure that services are rendered in a professional and courteous manner at all times. Ensure that the team is proactive in the development of good relations with customers. Attend meetings to provide update on complaints and compliments statistics. Attend to complex issues relating to customer complaints. Respond positively to any new initiatives that are brought into practice and making sure that they easily become part of good customer experience. Pro-actively develop good relations with customers. Ensure that customers are provided with accurate information on the status of their applications. Provide expert advice and guidance to customers. Coordinate and monitor the delivery of services according to customer requirements. Coordinate business transformation and partnership with various stakeholders. Compile tactical plans aligned to business requirements to ensure effective strategy execution. Liaise with various internal and external stakeholders. Benchmark with various institutions for best practice. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Implement successful system and process enhancements, updates and amendments within HR. Monitor and participate in the implementation of efficiency improvement projects. Facilitate best practices to contribute towards improved organizational performance. Ensure the implementation of effective risk and compliance management practices. Coach and guide staff on compliance to all relevant regulatory, internal and external compliance requirements. Report on all risk and financial indicators including e.g. financial losses, overpayment, etc. according to required format. Keep up to date with compliance and regulatory requirements and liaise with all relevant stakeholders within and external to the organisation to ensure accurate implementation. Interpret and implement all organisational circulars, policy and other communication that impacts on the operations of the business Unit. Conduct trends analysis relating to exit and absenteeism management and develop and implement strategies to minimize risks, Implement compliance with all duties of the employer in terms of the applicable legislative framework falling within office duties. Establish and implement a quality control, norms and standards framework for human resource stakeholder interaction and service delivery. Serve as nodal point on all matters relating to the Auditor- General and represent the Branch at relevant meetings in this regard. Manage Resource (Human, Financial and Physical) within

the Unit. Report on the performance of the unit against operational plan, business requirements and targets. Develop and implement the work plan for the unit and ensure effective prioritisation and resource planning. Identify people benefits training needs, develop and implement training programmes to effectively address the needs. Provide information relative to the identification and development of objectives, goals, and strategy relative to individual functional areas. Implement effective talent management processes within the unit (attraction, retention, development). Manage the implementation of compliant performance management system. Ensure that employees are equipped with the required skills and resources to perform optimally. Manage the financial resources of programmes, asset management and projects in accordance with PFMA and supply chain and procurement framework. Identify and monitor financial risks in relation to the projects in the Unit.

- ENQUIRIES** : Ms S Mashile, Tel no: (012) 300-8602
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [CallCentrerecruitment@dha.gov.za](mailto:CallCentrerecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.
- POST 07/93** : **DEPUTY DIRECTOR: RISK MANAGEMENT REF NO: HRMC 14/17/15**  
Branch: Institutional Planning and Support, Directorate: Risk Management
- SALARY** : An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : A 3 year tertiary qualification in the relevant field at NQF level as recognized by SAQA. A Degree at NQF level 7 will be an added advantage. 3-5 years' experience in the relevant field. Knowledge of the Public Service Regulatory Framework. Knowledge of the Public Finance Management Act • Knowledge of the South African Constitution. Understanding of all departmental legislation and prescripts. Knowledge of the National Treasury Regulations. Knowledge of the National Treasury Public Sector Risk Management Framework. Understanding of other best practice i.e. COSO Framework, ISO International Standard and King report requirements. A valid driver's license and willingness to travel and to work extended hours when required.
- DUTIES** : The successful candidates will be responsible for, amongst other, the following specific tasks: Support Branch Risk Representatives in the implementation of risk management, risk assessment and risk reporting processes across the Department. Facilitate the identification and management of business and project risks to ensure that risk assessment process is fully complied with. Ensure proper communication of Risk Management strategies including project risk management. Consolidates and analyse the exposure to risks (overall, by area and by type of risk). Monitor the implementation of business and project risk mitigating plans with risk owners and risk sponsors and report on the status. Ensure continuous maintenance of the overall risk registers and report the status. Monitors the overall operation of the risk management system within the Department. Conduct training and create awareness of risk management across the Department. Conduct researches in the best practices, develops and refines risk modelling approaches and methodologies. Implement policies, procedures, directives, acts and regulations. Implement the risk management strategy and develop the communication strategy and code of practice for the directorate. Implement and ensure compliance to governance processes, frameworks and procedures in relation to Risk Management. Monitor and ensure compliance with DHA legislations, regulations, policies and procedures. Plan the production of annual reports in line with corporate strategy. Manage resources that may have been allocated (Physical, Human and Financial). Ensure that budget spending is maximized in line with strategic objectives. Monitor and report on the utilization of equipments. Ensure that the preparations of the budget are in line with strategic plans & department objectives. Ensure proper utilization of the budget by monitoring, projecting & reporting on expenditure. Implement governance processes, frameworks and procedures within the directorate associated with statutory financial responsibilities. Ensure compliance with all audit requirements within the directorate. Represent the directorate at management and other government meetings and forums. Develop technical risk management expertise within the directorate and keep abreast of technical developments.

- ENQUIRIES APPLICATIONS** : Ms B Motaung, Tel no: 012-406 4283  
 : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [IPRecruitment@dha.gov.za](mailto:IPRecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. People with Disabilities are encouraged to apply.
- POST 07/94** : **DEPUTY DIRECTOR: HUMAN RESOURCE BUSINESS PARTNERING 2 POSTS**  
 The DHA wishes to recruit a task mature, dynamic, innovative team leader who champions change! Nominated candidates will be required to undergo a competency assessment pre-employment / security screening.
- SALARY CENTRE** : An all-inclusive salary package of R612 822 to R721 878 per annum, Level 11  
 : Province: Eastern Cape: (King Williams' Town) Ref No: HRMC 14/17/16a  
 : Province: Kwa-Zulu Natal (Pietermaritzburg) Ref No: HRMC 14/17/16b
- REQUIREMENTS** : A 3 year tertiary qualification in Human Resources at NQF level 6 as recognised by SAQA. A Degree at NQF level 7 will be an added advantage. 3-5 years' experience as a Human Resources generalist, of which at least 3 years must be at a managerial level. Experience in an integrated Human Resource Management environment with the ability to strategically plan and forecast business needs. Experience in leading/ facilitating and implementing change management processes and initiatives. Proven leadership ability, Ability to implement a business partnering process and a customer relations management concept. Good resource management, problem solving and decision-making skills. Excellent communication (written and verbal) skills and ability to consistently communicate and coach employees/managers at all levels. The ability to advise management and employees on related matters and provide Human Resource solutions to business challenges. Strong Analytical, research and conceptual thinking abilities with business report writing skills. Sound computer literacy. Valid driver's license. Willingness to work beyond normal working hours and to travel.
- DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Provide a fully integrated Human Resources service in the Province In partnership with line management, and to establish a culture of excellence through value added HR offerings and processes, the successful candidate will be responsible, to execute amongst others, but not limited to, the following HR processes in line with National DHA Policy and Strategy, Strategic and operational management, evaluation and monitoring of all end to end HR value chain processes in the Province. Coordinating the implementation of HR strategy and planning. Recruitment, Conditions of Service and Service benefits processes. Performance Management process and service delivery improvement processes. Developing and managing human resources development. Coordinate the implementation of Employee Engagement matters in the Province including discipline management and employee wellness interventions. Manage and implement HR operations by ensuring that transactional HR aspects are kept in line with legislative requirements. Monitor compliance to HR service standards and turn-around times. Analyse provincial HR trends, provide relevant management information and identify /facilitate the implementation of solutions to address identified adverse trends. Develop; implement and action a HR risk register for the Province. Participate in the development of National HR Policy and strategy, and manage the Provincial implementation thereof. Guide / coach and assist Provincial and HR staff and management on all related HR matters. Develop / implement practical, responsive solutions aimed at ensuring that provincial HR needs are optimally addressed on an on-going basis, within a project and / or general operations context. Implement strategies to ensure the optimization of HR's service delivery and client satisfaction index.
- ENQUIRIES APPLICATIONS** : Ms TM Molefe-Sefanyetso, Tel no: (012) 406 4498  
 : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [ECrecruitment@dha.gov.za](mailto:ECrecruitment@dha.gov.za) (Eastern Cape) [KZNrecruitment@dha.gov.za](mailto:KZNrecruitment@dha.gov.za) (KwaZulu-Natal)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.



- POST 07/95** : **SENIOR LEGAL ADMINISTRATION OFFICER (MR 6) 2 POSTS REF NO: HRMC 14/17/17**  
Branch: Legal Services, Directorate: Litigation
- SALARY** : All-inclusive salary package of R392 274 to R953 451 per annum (MR-6 OSD Band)
- CENTRE** : Head Office, Pretoria
- REQUIREMENTS** : An appropriate recognised Bachelor's Degree in Law. Practical experience in the relevant environment for a minimum period of 5 years. Litigation experience is essential. Admission as an attorney or advocate will be an added advantage. Knowledge of the constitution of the Republic of South Africa, 1996, Promotion of Access to Information Act (PAIA), 2000 and regulations, Promotion of Administrative Justice Act (PAJA), 2000 and regulations, Public Finance Management Act (PFMA), 1999 and regulation and all Acts and regulations administered by the Department.
- DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Provide verbal and written legal opinions on a variety of matters pertaining to litigation involving the Department. Ensure a legal support service in general litigation matters (both motions and actions), which includes the issuing of instructions to State Attorney. Inform and advise the Department on court orders and monitor the implementation thereof. Advise the Department on trends that could lead to litigation against the Department, as well as litigation trends. Render professional legal representation in all litigation matters affecting the Department. Act as liaison between the Directorate: Litigation and Civics Services Branch and the Immigration Services Branch on all matters pertaining to litigation involving the relevant Branch. Facilitate the capturing, tracking, and payment of invoices received from the Department of Justice and Constitutional Development (State Attorneys) as well as private attorneys where applicable relating to litigation matters pertaining to the mentioned Branches. Management of litigation fees in respect of the relevant Branches.
- ENQUIRIES** : Mr KS Mogotsi, Tel no: (012) 406 4262
- APPLICATIONS** : Quoting the relevant reference number, direct your CV, certified copies of qualifications, driver's license and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: [legalrecruitment@dha.gov.za](mailto:legalrecruitment@dha.gov.za)
- NOTE** : Representivity: Diversity is promoted. Female candidates and People with Disabilities are encouraged to apply.