

THE NATIONAL SCHOOL OF GOVERNMENT (NSG)

Is mandated to train and develop public servants as a means to realize the national development objectives of the country and thereby support sustainable growth, development and service delivery. The purpose of the NSG is to build an effective and professional public service through the provision of relevant training interventions. The National School of Government will give preference to individuals whose appointment will improve employment equity in the department.



- APPLICATIONS** : Principal: National School of Government, Private Bag X759, Pretoria, 0001 For Attention Ms L Raseroka, HR Unit , National School of Government by hand at ZK Matthews Building, 70 Meintjies Street, Sunnyside, Pretoria. E-mailed and faxed applications will not be accepted.
- CLOSING DATE** : 09 February 2018
- NOTE** : Applications must consist of: A fully completed and signed Z83 form; a recent comprehensive CV; contactable referees (telephone numbers and email addresses must be indicated); the relevant reference number must be quoted on the application. Foreign qualifications must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). All non-SA citizens must attach a certified copy of proof of permanent residence in South Africa. All short listed candidates will be required to submit certified copies of their identity document and qualifications before the interviews. All shortlisted candidates for SMS post will be subjected to a technical exercise that intends to test relevant technical elements of the job. Following the interview the recommended candidates will be required to attend a generic managerial competency assessment. Shortlisted candidates for the other posts might be required to write test that is relevant to the post(s). They will also be subjected to security and qualifications vetting. The National School of Government reserves the right not to make an appointment. Correspondence will be limited to shortlisted candidates only. Suitably qualified and experienced candidates are invited to apply for the following vacant positions.

MANAGEMENT ECHELON

- POST 04/72** : **CHIEF DIRECTOR: TECHNICAL SUPPORT (REF: NSG01/2018)**
- SALARY** : An inclusive remuneration package commencing at R1 127 334 per annum, comprising basic salary (70% of package), contribution to the Government Employee Pension Fund (15% of basic salary) and a flexible portion (salary level 14).
- CENTRE REQUIREMENTS** : Pretoria.
An appropriate undergraduate qualification (NQF level 7) as recognized by SAQA. A minimum of five years of experience at a senior managerial level. Competencies/Skills: Good strategic capability and leadership skills. Good people management and empowerment skills. Programme and project management skills, financial management skills, change management skills, knowledge management skills, service delivery innovation, problem solving and analysis, excellent communications skills. Good computer literacy skills. Knowledge: Good knowledge and understanding of the HRD and Capacity building environment. Knowledge of global trends in adult learning methodologies. Knowledge of learner record keeping principles, tools and methods. Knowledge of the Department's mandate and its relationship with various stakeholders internationally, provincially and locally. Knowledge of strategic planning. Good knowledge and understanding of contract management. Knowledge of the PFMA and Treasury Regulations specifically with regard to a trading entity. Good user technology applications. Knowledge

in the Training and Development environment. Personal attributes: Independent, self-direction, a self-starter with client focused attitude. The ability to interact with persons in very senior positions in such a manner that they will want to support developmental change processes.

DUTIES

: Formulate, execute, report, monitor and evaluate the Chief Directorate's strategic plan. Compile the budget for the chief directorate and ensure effective and economical use of allocated funds. Develop and manage key risks that may militate against achievement of objectives. Ensure good governance. Manage, empower and lead a team of senior managers, middle managers, service providers and administrative staff. Stimulate interest in the NSG service offerings, establish and structure partnerships with relevant institutions of learning, training providers and other external service providers thereby contributing to the NSG's training delivery objectives. Support the Branch Head in his engagements with Cabinet and Parliamentary. Committees, domestic and international management development institutions. Attend meetings on behalf of the Branch Head. Serve on various governance structures including but not limited to the Senior Management Committee, Risk Management, Performance Management and Audit Committees. Oversee and lead the training delivery logistics management function. Manage the training delivery logistics management function, recruitment, deployment and management of trainers and trainer contracts. Manage training event coordination, logistics and course records. Ensure the provision of training delivery resources, trainers, material, venues, catering and others. Ensure that learning and development facilitators, moderators and assessors are duly contracted. Ensure provider allocation from a provider database and maintain contract controls. Oversee and lead the assessment and certification function, the training delivery schedules, training resources, learner records, learner attendance and achievement records as well as training delivery and learner management applications. Ensure that reliable and accurate learning and development information are provided. Ensure that the National Learner Records Database are maintained through quality partners and strategic stakeholders. Ensure that core records management systems are integrated. Ensure learner records are captured and controlled on the training management and delivery system. Manage the application for training management and delivery system and learner records. Reconcile and report on all training numbers (e-Learning and face to face) with the training management system with regard to the number of learners and the revenue generated. Ensure the recording of training delivery schedules, resources and learner records, learner attendance and achievement records, training delivery and learner management applications are provided. Ensure assessment and certification are provided and that learner certificates are issued within set timelines. Oversee and lead the recruitment, contracting & development of trainers, assessors and moderators. Oversee that the process on the recruitment and contacting of trainers, assessors and moderators are managed. Oversee the learning and development of trainers, moderators and assessors. In terms of the employment equity targets, priority will be given to African Females and people with disability.

ENQUIRIES

: Dr. S Manana 012 441 6175
In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, (012) 441-6017.

OTHER POSTS

POST 04/73

: **X2 TEAM ASSISTANTS: TECHNICAL SUPPORT AND MANAGEMENT TRAINING (REF: NSG02/2018)**

SALARY

: (Salary level 7) commencing at R226 611 per annum plus competitive benefits cost to company.

CENTRE

: Pretoria.

REQUIREMENTS

: An appropriate B degree/equivalent qualification. Experience: 3 – 5 years prior experience in providing administrative support and team assistance at a higher operational level. Competencies/Skills: Strong organisational skills. Strong logistical and analytical thinker. Strong interpersonal skills. Advanced skills in the MS Office Suite, Outlook and internet application. Problem solving skills. The ability to work as part of a project team. Strong communication skills. Knowledge: Delivery of administrative/ logistical/ secretarial services that require some general knowledge and experience. Database Management. Programme and administrative knowledge. Demonstrate the knowledge of a particular expertise (e.g. MS Excel, Word, PowerPoint, Access and Project). Reasonable understanding in the field of training logistics. Sufficient understanding of the skills development legislation, SAQA, the NQF, etc. Sufficient understanding of NSG to liaise with clients in this regard. Sufficient understanding of the public sector as this is the environment in which NSG operates Personal attributes: Analytical. Systematic. Organised. Accurate. Attention to detail. Independent. Flexible. Willingness to learn. Keep up with trends. Engage in relevant debates. Possesses the ability to meet deadlines. Honest. Responsible. Professional with strong work ethics. A team Player. Self-driven and systematic. Innovative

DUTIES

: Provide administrative support to the team. Disseminate information to all stakeholders. Perform general administrative functions, including managing diary of the chief director and directors, typing, sending faxes, development and maintenance of a filing system and making photocopies. Provide administrative support and team assistance to the Chief Directorate, including but not limited to presentations, projects, packaging of marketing items and formatting of documents. Draft letters, memoranda and submissions. Establishing and maintaining an efficient database for the chief directorate. Design, develop, implement and update appropriate administrative systems. Maintain effective stakeholder relations and communication, both internal and external to NSG. Administer and monitor budget of the Chief Directorate. Manage petty cash for the Chief Directorate (this includes handling applications and use). Monitor Chief Directorate's budget (matching expenses against budget line items and reporting on discrepancies and status regarding availability). Process service provider's payments and clients invoices in compliance with NSG payment policies. Track payments in the chief directorate. Liaise with Finance to ensure proper implementation of financial and SCM policies. Provide events, logistic and travel support services. Assist with the maintenance and logistics of office accommodation. Ordering of stationary and other supplies and monitoring use of stationary in the chief directorate and making orders to replenish stock. Coordinate events, including logistics such as the sourcing of venues and catering as appropriate. Manage all travel and accommodation arrangements for the team. Provide secretarial services to meetings when required, including minute taking during meetings of the chief directorate. Coordination of follow-up on action list items. Prepare documents and refreshments for meetings. Filing and management of filing system. Conducting follow-up on returned submissions in respect of steps or decisions to be taken. Checking documents for correctness and compliance with policies (this includes proof reading, accuracy of information provided). Update and record keeping of all leave registers, performance agreements, payment advices and other relevant governance documents. Ensure all documents are correctly referenced to the approved file plan and forwarded to the Records Management Unit for filing or disposal. In terms of the employment equity targets, priority will be given to African Males, Coloured Males and people with disability.

ENQUIRIES

: Mr. M Mugodo 012 441 6017
In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, (012) 441-6017.

<u>POST 04/74</u>	:	<u>GRAPHICS DESIGNER: INTERNATIONAL, SPECIAL PROJECTS & COMMUNICATIONS (REF: NSG03/2018)</u>
<u>SALARY</u>	:	(Salary level 7) commencing at R226 611. per annum plus competitive benefits cost to company.
<u>CENTRE</u>	:	Pretoria.
<u>REQUIREMENTS</u>	:	Appropriate B Degree/equivalent in Graphic Design or Information Design Experience: 1 – 3 years' experience in graphic designing. Competencies/Skills: Competence on a variety of graphic design platforms and applications. Excellent communication and interpersonal skills. Attention to detail and practical problem solving. Advanced creative and artistic skills to turn clients' ideas into workable plans. Basic project management skills. Advanced Technical Skills. Good computer literacy skills. Knowledge: In depth knowledge of delivery of graphical design support services. Understanding of the relevant legislative frameworks in the Public Service. Understanding of the public service and spheres of government will be advantageous. Knowledge of open source technologies. Expert knowledge of design, usability and interactivity. A commitment to keep up to date with technology Personal attributes: Independent, dynamic, self-confident, team worker, strong on self-direction, self-starter with client-focused attitude. Demonstrate good interpersonal skills and demonstrate flexibility and ability to adapt to changes. Results orientated and able to work well under pressure. Ability to meet tight deadlines whilst delivering excellent results. Ability handle multiple and competing priorities. Flexibility and willingness to work overtime when necessary.
<u>DUTIES</u>	:	Graphic design services to all business units. Meet with clients or the DD: Communications to determine the scope of a project; e.g. design a poster for a business unit. Implement graphic design styles for multi-mode learning materials and corporate communication materials in line with GCIS regulations and guidelines; Design production and graphics layout. Conduct product verification from service providers and forward for approval by the manager. Interpret concept brief and create appropriate design. Determine the message the design should portray. Creative writing to support design (Crafting tag line messages, develop messages supporting the graphics, developing catchy phrases for captions and others). Design and layout weekly newsletters. Create Social Media products and edit Video content. Ensure that all graphic design elements, pictures, diagrams, artwork and symbols promotes representivity and inclusivity, are gender sensitive and free of bias in terms of race, class disability, culture, religion and geographical location; Select colours, images, text style, and layout (typesetting), Develop graphics for product illustrations, logos, and websites. Support the design and layout of additional materials such as brochures and posters to promote the NSG's programmes and corporate communication interventions, Update, upload and maintain information on the NSG website & intranet .Working with other units to understand the design concept, and advising on how it can be implemented technically; Liaise with external stakeholders and graphic design specialists. Present the design to clients or DD: Communications. Incorporate changes recommended by the clients into the final design. Develop graphic manuals and guidelines and provide advice. Create branding manuals and guidelines. Provide support for projects and advise on graphic design tasks to the department. Product research on new trends in software for graphics designing, new developments etc. Provide advice on equipment, software and hardware required in graphic designing; assist with other technical and administrative duties as required. In terms of the employment equity targets, priority will be given to African Males, Coloured Males and people with disability
<u>ENQUIRIES</u>	:	Ms D Mokgokolo (012) 441 6343

In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, (012) 441-6017.

<u>POST 04/75</u>	:	<u>CONTACT CENTRE AGENT (REF: NSG04/2018)</u>
<u>SALARY</u>	:	(Salary level 6) commencing at R183 558. per annum plus competitive benefits cost to company.
<u>CENTRE REQUIREMENTS</u>	:	Pretoria. Grade 12 or equivalent. B degree or equivalent will be an added advantage. Experience: 1 – 2 years' experience in a contact centre environment. Competencies/Skills: Good verbal and written communication skills. Proficient in relevant computer applications. Interpersonal skills. Customer Service experience. Problem solving skills. Problem analysis. Time management skills. Ability to work efficiently and effectively at all times. Knowledge: Good knowledge of client relations (how to engage and relate to clients). Understanding of the public sector. Good knowledge and understanding of the NSG in order to service the client effectively and efficiently. Computer literacy (MS Excel, Word, PowerPoint). Reasonable expertise in the field of contact centre operations. Relevant product knowledge. Personal attributes: Adaptability. Team player. Self-driven. Attention to detail.
<u>DUTIES</u>	:	Support and provide superior services via phones, emails and faxes as receiver and caller. Use questioning and listening skills that support effective telephone communication. Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions and unintentional disconnections. Understand the impact of attitude in handling calls professionally. Effectively deal with job stress, angry callers and upset customers. Use the most appropriate way to communicate with different behaviour types on the telephone. Apply elements of building positive rapport with different types of customers over the phone. Apply the proper telephone etiquette to satisfy customer situations. Apply appropriate actions to effectively control a telephone call. Meet commitments to customers. Provide customers with product and service information. Follow up customer calls where necessary. Capture and record interaction details for reporting purposes. Create product awareness to all National, Provincial, Local Government departments and state owned institutions. Investigate clients' complaints and resolve by providing regular feedback. Perform Telesales. Identify and escalate priority issues. Attend to requests and nominations received via fax, email, walk INS and referrals from all departments. Generate quotations according to the required norms and standards. Create case files for confirmed courses and generate calendar ID and link it to the relevant course event. Add course venue on TMS by capturing client details. Maintenance of Training Calendar. Calculate the contribution on courses with less than 20 participants. To follow up on all near lapsing quotations. Manage the lead time for effective and efficient course delivery. Engage in the process of course cancellation and postponements. Acknowledge receipt of bookings forms via email, fax or telephonically. Capture the nomination list as provided by the client before commencement of the course. In terms of the employment equity targets, priority will be given to African Males, Coloured Males and people with disability
<u>ENQUIRIES</u>	:	Mr A Raaths (012) 441 6314 In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, (012) 441-6017.