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.

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 Meintjes Street, Sunnyside, Pretoria. E-mailed and faxed applications will not be accepted.

CLOSING DATE: 27 September 2019 at 17h00

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 will be subjected to personnel suitability on criminal record, citizen verifications, financial record checks, qualification/Study verifications, previous employment verification and also extend to social media accounts to align verifications to comments/behaviour by applicants. Shortlisted candidates may be required to write a test before the interviews.

The National School of Government reserves the right not to make an appointment. Correspondence will be limited to shortlisted candidates only. Applicants are requested to submit a new application/Z83 for each post they are applying for. Suitably qualified and experienced candidates are invited to apply for the following vacant positions. The National School of Government will give preference to individuals whose appointment will improve employment equity in the department. In terms of the employment equity targets, preference will be given to African Males, Coloured Males and people with disabilities.

OTHER POSTS

POST 33/117: SENIOR EDUCATION TRAINING & DEVELOPMENT PRACTITIONERS REF NO: NSG 14/2019 (X4 POSTS)

SALARY: R470 040 per annum (Level 10) (plus competitive benefits cost to company).

CENTRE: Pretoria

Induction Chief Directorate (X1 Post)
Leadership Training Chief Directorate (X1 Post)
Administration Chief Directorate (X1 Post)
Management Training Chief Directorate (X1 Post)

REQUIREMENTS: B Hons degree/equivalent in education training and development. Valid driver’s license (Willing to travel and work after hours). Assessor (Unit standard 115753) qualification. Moderator (Unit standard 115759) qualification. Registered with the relevant SETA. 3-5 years’ experience in facilitation of training to adult learners and the design of training material. Experience and competence in ABET Training and ODET/DP Certificate or equivalent. Development and assessment of competencies aligned with SAQA requirements. Good understanding of the functioning of the Public Service and work. Wide knowledge of a range of study fields and the statutory framework in the Public Service. (Demonstrated ability to grasp current statutory prescripts & be able to draw on experience in studying existing and new legislation, obtaining opinions from legal counsel, enforcing adherence to requirements and advising on needed actions). Good understanding on the design and management of the process of developing course material and curriculum design. Excellent training facilitation skills. Good presentation skills. Coaching and mentoring skills. Excellent communication skills (Demonstrated ability to
speak clearly and concisely, adapt style and wording to each listener and to explain complex issues to co-workers and learners. Good interpersonal skills. Research and report writing skills. Good problem solving skills. Good records management skills. Good Time Management skills and turnaround times. Project & Programme Management skills. Computer literate and demonstrated ability on the use of the MS Office suite in especially Power point and the design of presentations. Facilitate on-line training. Personal attributes: systematic, self-driven, Client focused, positive attitude, team player, and innovative and creative.

**DUTIES:**

Conduct research on latest training trends and to improve professional knowledge. Research on determination of training needs, evaluation techniques and training aids. Liaise with other training organizations in and outside the public service. Organise and provide training and assessment using a variety of methodologies. Present training. Facilitate on-line pre-and post-course activities and facilitate on-line training programmes. Prepare learners and the learning environment for effective learning. Recap knowledge to link to prior learning. Create strategies to encourage dialogue between all participants. Clarify the goals/outcomes of the learning activity, implement learning activities, and consolidate learning activities. Evaluate the learning process, guide, support, advise and mentor learners. Identify learners' needs. Analyse needs and decide on appropriate action. Provide appropriate opportunities for learners to practice skill and knowledge. Assess and/or moderate learner’s competence. Identify learning gaps and possible coaching opportunities for individuals and groups. Prepare learners. Maintain an effective and efficient records management system. Maintain training records by documenting incidents and resolutions of problems. Submit training reports after training interventions. Organize and prioritize work on a daily basis. Provide inputs on the development of training materials and learning aids, monitoring & evaluation of courses. Advise on updating existing training courses, learning aids, techniques, methods, approaches and practices. Evaluate the effectiveness and state of material and learning aids. Provide advice on all aspects regarding the administration of training within departmental context. Provide weekly progress reports. Manage the work flow and quality of output. People and Resource Management. Respond to Audit reports. Provide budget inputs. Knowledge and application of legislative requirements. Ensure implementation of systems, procedure and processes.

**ENQUIRIES:**

Ms L Lepan: Induction at Tel No: (012) 441 6088, Ms S Arendt: Administration at ext. 6131, Dr M Paile: Leadership Training at ext. 6202 and Dr S Mohlokoane: Management Training at ext. 6868

In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, Tel No: (012) 441-6017.

**POST 33/118**

**ADMINISTRATOR: TRAINING LOGISTICS REF NO: NSG 15/2019 (X2 POSTS)**

**Branch:** Training Management and Delivery

**SALARY:**

R208 584 per annum (Level 06) (plus competitive benefits cost to company).

**CENTRE:**

Pretoria

**REQUIREMENTS:**

An appropriate grade 12 or equivalent. 0 – 1 years' administrative experience. Knowledge: Understanding of the public service. General knowledge of delivery of administrative / logistical support services. Knowledge of SCM procedures. Understanding of the public sector. General knowledge of client relations (how to engage and relate to clients). Good knowledge and understanding of a Training Environment in order to service the client effectively and efficiently. Competencies/skills: High level of communication skills (Verbal & Written). Strong organising / planning skills. Strong logical thinking. Basic project management. Strong interpersonal skills. Problem solving skills. Accuracy. Computer literacy (MS Office). Personal Attributes: systematic, organised, accurate, attention to detail, dynamic, independent, flexible, willingness to learn, keep up with trends, possesses the ability to meet deadlines, honest, responsible, professional with a strong work ethic, a team player, self-driven and systematic. Ability to work with all staff and under pressure. Quality orientated, independent, client focused attitude, results driven and lots of initiative. Ability to maintain high level of confidentiality.

**DUTIES:**

Liaison with clients and service providers - Confirm bookings to clients and training providers with venue, dates, and facilitator details at least 5 working days before commencement of the event. Communication with clients and
service providers. Confirmation through the TMS to facilitators, departmental coordinators and follow ups made telephonically. Address training event challenges. Training event coordination and problem solving. Updating of training schedules and the Training System Record on a weekly basis. Co-ordination of course nomination and registration. E-learning co-ordination. Facilitate the reproduction of learning material – quality control and Stock levels of learning/course material monitored on a weekly basis. (Internal reproduction). Coordinate the reproduction of course material and resource CD’s through the use of external service providers where applicable. (External reproduction). Facilitate dispatching of learning material to training venues - Pre-course materials dispatched at least ten (10) days before the event. Learning material (resources and all workbooks) checked and dispatched at least three (3) days before the event. Finding of venues and confirmation to the departmental coordinator through emails. Process procurement of venues and catering for training events/ facilitate the completion and assessment of SBD forms where applicable. Compilation of documents - Quotations from service providers obtained and SCM documents completed. Payment of providers - Compile payment advice for service provider and draft a memo where there is a deviation between the order invoices. Maintain financial control system to manage vote and cost of sale transactions- Excel spread sheet developed and updated daily. Coordinate the development and compilation of statistical reports- Source attendance registers from managers, sort them according to calendar event numbers, create monthly files and send copies of all registers to the Learner Database Management directorate. Record keeping of spread sheets for transactions with purchase order numbers and the other without order numbers such as payment of IICs and courier and update such records daily. In terms of the employment equity targets, priority will be given to African Males, Coloured Males and people with disability.

ENQUIRIES : Mr A Koloko, Tel No: (012) 441-6016
In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, Tel No: (012) 441-6017.

POST 33/119 : ADMINISTRATOR: LEARNER RECORDS REF NO: NSG 16/2019 (X3 POSTS)
Branch: Training Management and Delivery

SALARY : R208 584 per annum (Level 06) (plus competitive benefits cost to company).
CENTRE : Pretoria.
REQUIREMENTS : An appropriate grade 12 or equivalent. 0 – 1 years’ administrative experience. Knowledge: Understanding of the public service. General knowledge of delivery of administrative / logistical support services. Familiarity with NSG’s training procedures and processes. Competencies/skills Strong organisational skills. Strong logical and analytical thinker. Strong interpersonal skills. Problem solving skills. Accuracy. Computer literacy (MS Excel, Word, PowerPoint). Possess a high level of communication and organization skills. Personal Attributes: systematic, organised, accurate, attention to detail, dynamic, independent, flexible, willingness to learn, keep up with trends, engage in relevant debates, possesses the ability to meet deadlines, honest, responsible, professional with a strong work ethic, a team player, self-driven and systematic. Ability to work with all staff and under pressure. Quality orientated, independent, client focused attitude, results driven and lots of initiative.

DUTIES : Validate the content of registration forms received, Check the completeness of assignments/POEs received from different stakeholders, Communicate with clients on the submission due dates. Communicate with clients on number of POEs received from their delegates and extensions granted on assignments submission. Capture received POE’s into the NSG TMS. Request updated information from clients. Complete and correct learner records captured on ETQA and NSG’s systems. Complete and up to date filing system maintained for all NSG training delivery data, Conduct data quality checks on captured data and provide feedback to the data capturers. Provide the necessary system generated reports to users as required. Ensure complete records are maintained for audit purposes. Support internal and external auditors. Adhere to policies and procedures to ensure completeness of revenue. Ensure complete learner records are captured on TMS for invoicing. Generate invoice requests and send to finance for processing. Prepare and submit invoicing detail to finance. Collaborate with managers and administrators in Training Logistics to ensure timely and continues flow of case files for record keeping,
Maintain database for assessments received and processed by NSG. Maintain a system of complete and up to date records for all NSG assessments. Analyse reports received from Assessors and Moderators and respond to requests raised. Liaise with Contract Manager to ensure suitable assessors and moderators are utilized. Implement a rotation scheme for the utilisation of assessors and moderators. Liaise with assessors and moderators and follow up on progress made in assessment/ moderation. Attend to and resolve client requests and enquiries. Liaise with learners to ensure assignments are updated and documentation provided, Update TMS with submission details and learner results. Maintain confidential records of learner results and achievements according to set standards. Promote and implement Standards and Policies pertaining to the Assessment and Management of learner achievement. Develop and Implement a process of efficient learner records capturing. Update National database with correct learner achievements to enable external moderation. Prepare and submit reports to management, Maintain comprehensive and up to date registers of Certificates issued, Analyse reports received from assessment officers and prepare and print certificates. Prepare data for printing of NSG certificates of attendance, successful completion and competence. Liaise with learners and clients for delivery of certificates and dispatch NSG certificates and statements of results from external moderators. In terms of the employment equity targets, priority will be given to African Males, Coloured Males and people with disability.

**ENQUIRIES**

Ms M Labuschagne Tel No: (012) 441-6315

In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, Tel No: (012) 441-6017.

**POST 33/120**

**CONTACT CENTRE AGENT**

**REF NO: NSG17/2019 (X3 POSTS)**

**SALARY**

R208 584 per annum (Level 06) (plus competitive benefits cost to company).

**CENTRE**

Pretoria.

**REQUIREMENTS**


**DUTIES**

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. 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.

ENQUIRIES: Mr A Raaths Tel No: (012) 441 6314
In connection with the applications kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, Tel No: (012) 441-6017.