

DEPARTMENT OF HOME AFFAIRS



CLOSING DATE : 04 September 2020

NOTE : Applications must be submitted on the Application for Employment Form (Z.83), obtainable from any Public Service department or at www.gov.za and must be accompanied by a comprehensive CV, citing the start and end date (dd/mm/yr), of each employment period to be considered, including the details of at least two contactable referees (should be people who recently worked with the applicant) together with the copies of qualifications, ID, Drivers' licence where applicable. Shortlisted applicants who will be invited for interviews, will be requested to bring all other supporting documentation on the day of the interview. It is the responsibility of applicants in possession of foreign qualifications to submit evaluated results by South African Qualifications Authority. All shortlisted candidates for posts on Salary Level 9 and above will be subjected to a technical assessment that intends to test relevant technical elements of the job. Compulsory requirement for SMS posts, Nyukela Programme: Pre-entry Certificate to Senior Management Services as endorsed by DPSA which is an online course, endorsed by the National School of Government (NSG). The course is available at the NSG under the name Certificate for entry into the SMS and the full details can be sourced by the following link: <http://www.thensg.gov.za/training-course/sms-pre-entry-programme/>. All identified candidates on Salary Level 11 and above will furthermore undergo a competency assessment, which applies transversally across the Public Service. All recommended candidates, irrespective of the Salary Level, will be subject to Employment Suitability Checks (Credit, Criminal, Citizenship, Employment Reference and Qualification Verification Checks).

MANAGEMENT ECHELON

POST 20/04 : **DIRECTOR: MOBILE UNITS REF NO: HRMC 29/20/01**
Branch: Civic Services
Directorate: Mobile Units

SALARY : R1 057 326 - R1 245 495 per annum (Level 13) (An all-inclusive salary package) structured as follows: Basic salary – 70% of package; State contribution to the Government Employee Pension Fund – 13% of basic salary. The remaining flexible portion may be structured in terms of the applicable remuneration rules.

CENTRE REQUIREMENTS : Head Office, Pretoria, New Cooperation Building
: An undergraduate qualification in Operations Management/Customer Service Management /Public Management and Administration at NQF level 7 as recognized by SAQA. Pre-entry Certificate for SMS. A relevant post graduate qualification will be an added advantage. 5 years' experience in middle management level in Customer Service Management environment. Experience in Immigration Services Acts Regulations, Refugee Act, Citizenship Act, Travel Document & Passports Act, Identification & Identity Document Act International Conventions and protocol or foreign missions. In depth knowledge and understanding of Contact Centre processes, systems and operations. Knowledge of the implementation of Customer Needs Surveys and Analysis. Knowledge of the South African Constitution, Public Service Act, Public Service Regulations. Knowledge of the Immigration Act, Refugee Act, Citizenship Act, Births and Deaths Registration Act as well as Identification Act. Understanding of the Public Finance Management Act (PFMA) and Treasury Regulations. Understanding of Departmental legislation, policies, prescripts and procedures. Knowledge of migration of people within the Country. Knowledge of Occupation Health and Safety Act. A valid drivers' licence, willingness to travel extensively and work extended hours occasionally.

DUTIES : The successful candidate will be responsible for, amongst others, the following specific tasks: Manage and implement strategic objectives and innovation within the Directorate. Co-create the strategy for Channel Management. Develop the operational plan for the Directorate and ensure effective

prioritisation and resource planning. Provide strategic direction within the Directorate. Coordinate and monitor the delivery of the business plan against the agreed objectives and timeframes. Report on the performance of the Unit against the business plan to the Head of the Branch. Develop technical expertise within the Unit and keep abreast of technical developments. Ensure the implementation of innovation initiatives. Provide advice and guidance on mobile units, 4x4's and SP's aspects and matters. Identify projects and initiatives to improve mobile units, 4x4 and SP's processes and procedures in order to facilitate effective service delivery. Ensure operational efficiency and service delivery improvement within the Directorate. Effectively manage the performance of the directorate against agreed service level agreements, business requirements and targets. Oversee the effective implementation of process and systems enhancement initiatives. Develop identified policies and procedures in conjunction with the Policy and Strategy Unit. Ensure effective and efficient service delivery within the Directorate. Ensure that effective project management processes, procedures and standards are adhered to. Oversee the identification of projects and initiatives to ensure that projects are implemented to best practice standards, time, quality and budget by PMO. Establish and maintain effective communication channels to enable effective decision making. Create and build partnerships with various internal and external stakeholders in order to enhance service delivery. Ensure that the Directorate meet its service delivery objectives with regards to tier 3 services to pre designated areas. Ensure the provision of accessible, predictable and consistent tier 3 SP services to rural communities previously inaccessible areas. Oversee the effective planning, prioritisation and scheduling of logistics for the 3 fleets. Manage the resources within the unit in an effective and efficient manner. Provide inputs into the compilation of the annual budget. Administer the budget and monitor that expenditure is in line with financial requirements and the Unit's objectives. Manage external contractors and suppliers within the unit in an effective and efficient manner. Manage the implementation of people management strategies, policies and procedures within the Directorate. Agree on the training and development needs of the unit and ensure that these are acted on. Manage the implementation of the employment equity plan within the directorate. Implement effective talent management processes within the directorate (attraction, retention, development). Manage the implementation of compliant performance management within the Directorate. Decide on appropriate rewards and promotion on the basis of performance and contribution against agreed targets. Develop innovative incentive strategies and initiatives in consultation with Human Resources and manage the implementation thereof in order to attract and retain the right type of employees to the directorate. Manage grievances, discipline and terminations within the directorate. Ensure that employees are equipped with the required skills to perform optimally. Coach subordinates to improve their performance and fulfil their potential. Ensure that staff is motivated and committed to the vision and goals of the directorate.

ENQUIRIES
APPLICATIONS

- : Mr T Sigama Tel No: (012) 402 2166
- : Quoting the relevant reference number, direct your CV, copy of highest qualification together with an Application for Employment form (Z83), obtainable from any public Service Department or at www.gov.za, by the closing date to: Email: Civicsrecruitment@dha.gov.za Applications must be sent in time to the correct address as indicated at the bottom of each post, on or before the closing date. Applications sent to a wrong address and/or received after the closing date or those that do not comply with the requirements, will not be taken into consideration.