

JOB REPORT: SOCIAL WORK MANAGER/ADVANCED SPECIALIST

RP	TD	KN	CM	EN	SCORE	GRADE
8	10	7	7	2	639.11	11

1. RESPONSIBILITY

1.1 Control of resources

(a) Human Resources

(i) The postholder **DIRECTLY** manages the following staff:

Administrative	3
Professional	3

(ii) The postholder has the following authority over these staff:

- * General supervision and/or appraisal
- * Authorising work (quality control and final sign off)
- * Technical advice and guidance
- * Formal disciplinary authority
- * Training/development
- * Establishment control and planning
- * Section management

(iii) The post holder is not required to indirectly manage more than 1000 staff.

(iv) The postholder **INDIRECTLY** manages the following staff:

Skilled manual	1 - 5
Clerical	21 - 50
Professional	11 - 20

(v) In addition to the above, the postholder is required to oversee or manage the following staff:

Frequently	6 - 10 staff
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(b) Financial Resources

- (i) The postholder has responsibility for budgets.
- (ii) The postholder has the following responsibility for expenditure or income:

Expenditure	Very Large
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- (iii) The postholder has the following authority for expenditure:

- * Control expenditure of others
- * Authorise expenditure
- * Recommend and/or monitor budget levels
- * Budget holder

(c) Equipment

- (i) The postholder is responsible for the following equipment:

- * Office (PC, photocopier, OHP etc)
- * Light vehicles (cars, vans, tractors etc)

- (ii) The nature of the involvement is:

- * Use or shared use
- * Repair & maintenance (e.g. health and safety)
- * Control of use by others
- * Minor influence on buying decisions

- (iii) The value of the equipment described above is:

Very Large - R(million+)

(d) Stores & Livestock

- (i) The postholder is responsible for the following stores/livestock:

Stationery

- (ii) The value of stores/livestock is:

R thousands

- (iii) The postholder's responsibility covers:

Manages stores

(e) Land & Buildings

(i) The postholder is responsible for the following premises:

Offices

(ii) The scale of the premises is:

R hundreds of thousands

(iii) Responsibility of premises covers:

Property management

1.2 Autonomy

(i) Core responsibilities of the job from List 1 are:

- * General clerical/administrative
- * Specialist clerical/administrative
- * Professional services
- * Staff supervision
- * Staff management

(ii) Core responsibilities of the job from List 2 are:

- * Policy analysis and development
- * Project management

(iii) The structure of the job is best described as:

Complex work content requiring frequent interpretation within an established framework

1.3 Advisory Responsibility

(i) The postholder is required to provide the following advice:

Procedural	Advanced
Technical/policy to colleagues	Advanced
Technical/policy to staff at a higher level	Advanced
Technical/policy to outside the Public Service	Advanced

Public Relations	Standard
Department policy/strategy	Expert
Public Service policy/strategy	Advanced

- (ii) The advice relates to a statutory function for which the Public Service is responsible.

1.4 Impact

- (i) The postholder's work directly influences:

Own section	Extensive
Own division	Extensive
Own directorate	Moderate
Own department	Limited
Other departments	Moderate
General public	Extensive
Private sector organisations	Moderate

- (ii) The type and extent of the post's impact is:

Over/under spend of own budget	Extensive
Legal	Limited
Provision of poor advice to senior managers/colleagues	Extensive
Impact on services provided to the General Public	Extensive
Impact on Public Service policy/line	Limited

1.5 Work Errors

- (i) Significant risk of error in the post is due to:

- * Tight deadlines
- * High work volumes
- * Complexity
- * Confidential or sensitive data

- (ii) The majority of errors would be detected:

Within the directorate

- (iii) The consequence of error is:

Significant impact, difficult to detect and costly to correct

- (iv) Errors are detected:

Within the quarter

2. THINKING DEMANDS

2.1 Understanding Job Info

- (i) The job information received/issues considered usually concern:

Wide ranging but related subjects, within an established framework

- (ii) The postholder must regularly absorb and understand the following information/issues:

Work instructions/guidance	Complex
Procedural	Complex
Technical/professional	Complex
Department policy/strategy	Complex
Public Service policy/strategy	Complex

- (iii) The information available to the postholder is:

Mostly incomplete

- (iv) The postholder is required to carry out the following analysis on information:

Gather relevant information	Frequently
Analyse information and form conclusions	Frequently
Present results of analysis	Frequently
Identify areas for analysis and outputs required	Frequently
Judges the significance of the analysis	Frequently

2.2 Problem Solving

(i) Assistance or advice available to the postholder includes:

Referral to a more senior experienced employee	Always
Standing instructions or procedures	Always
Technical or professional standards/guidelines	Always
Established precedents	Usually
Narrow Policy guidelines	Usually
Broad Policy	Always

(ii) The following best describes the majority of conclusions made by the postholder:

Complex

(iii) Problem solving that is subject to deadlines are:

Immediate	Infrequent
Daily	Frequent
Weekly	Frequent
Monthly	Frequent

2.3 Planning

(i) The postholder's planning impacts the following areas:

- * The postholder's own work only
- * Own section
- * Own division
- * Own directorate

(ii) Planning is guided by the following existing plans/precedents:

- * Work processes
- * Application of policy or procedures
- * Resource allocation
- * Project planning

2.4 Decision Making

- (i) The postholder is expected to take decisions or make recommendations in the following areas:
- * Planning/organising own work
 - * Planning and prioritising the work of others
 - * Resolving most job problems without assistance (moderate level of autonomy)
 - * Resolving job problems referred by others
 - * Authorising actions by others
 - * Recommend/decide on change
 - * Controlling projects
 - * Recommending actions requiring major resource commitment by others
 - * Vetoing actions by others
 - * Recommending minor changes to policy

2.5 Creativity

- (i) The level of innovation/creativity required is:

Adaptive/Significant	On an individual basis
Creative/Significant	As part of a Team

3. KNOWLEDGE

3.1 Breadth of Knowledge

- (i) The range and depth of knowledge required is best described as:
Deep knowledge of a wide range of activities

3.2 Prior Experience

The post is NOT an entry level post.

- (i) The method of promotion to the post is:
Post

- (ii) The postholder requires the following experience before entering the post:

Management 3-5 years

3.3 Qualifications

- (i) The following minimum qualification is required for the post:

Degree

3.4 Skills

- (i) The following specific skills are required for the job:

Numeracy	Basic
Literacy	Intermediate
Driving	Basic
Operating equipment	Basic
Language skills	Intermediate
Project management	Basic
Financial management	Basic

- (ii) The following specific skills are required for the job:

Welfare counseling skills	Basic
Strategic planning	Basic

4. COMMUNICATION

4.1 Range of Contacts

- (i) The postholder's main contacts, as a requirement of their job, are:

Co-workers	Daily
Supervisor	Daily
Management	Daily
Senior Management	Daily
Other Departments	Weekly

- (ii) Additional contacts are:

Private Sector Organisations	Weekly
General Public	Daily
Academic Institutions	Occasionally

4.2 Content of Communication

(i) The postholder regularly has to communicate the following types of information:

General Information	Standard
Procedural information	Complex
Technical/professional	Complex
Relationship management	Standard
Department policy/strategy	Complex
Public Service policy/strategy	Complex

4.3 Verbal Communication

(i) The postholder requires the following communication skills:

Routine exchange of information requiring helpfulness and politeness	Daily
Providing or obtaining information requiring simple explanation	Daily
Providing or obtaining information requiring difficult explanation	Daily
Providing or obtaining sensitive information requiring tact and diplomacy, e.g. through interviews	Daily
Motivational skills	Daily
Influencing skills	Daily
Formal presentation skills/public speaking	Occasionally
Negotiation skills	Weekly

4.4 Written Communications

(i) The postholder is required to produce the following written communications:

Routine notes/memos/letters	Daily
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Routine reports	Monthly
Complex notes/memos	Daily
Complex letters/press releases	Monthly
Complex reports/technical papers	Occasionally

5. ENVIRONMENT

5.1 Physical Environment

(i) List 1: The majority of work is carried out in:

Office

(ii) The postholder is subject to the following hostile or violent situations:

Verbal abuse	Occasionally
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(iii) The postholder is not subject to any traumatic situations.

5.2 Physical Demands

(i) The following physical demands are made on the postholder:

Prolonged use of computer	Monthly
Driving	Monthly

(ii) The postholder is subject to the following unsociable conditions or hours:

Additional hours	Daily
Week-end working	Occasionally
Travel on business outside normal hours	Monthly
Working away from base (overnight	Occasionally

5.3 Hazardous Conditions

The postholder is not exposed to any hazardous conditions.