

## DEPARTMENT OF HOME AFFAIRS



- APPLICATIONS** : Applications must be sent to the correct email address specified at the bottom of each position, on or before the closing date.
- CLOSING DATE** : 30 October 2020
- NOTE** : submitted on the Application for Employment Form (Z.83), obtainable at [www.gov.za](http://www.gov.za); 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 employment references (as recent as possible); accompanied by a copy of the Applicant's ID, valid driver's license and relevant educational qualifications. Applicants who possess (a) foreign qualification(s), must also submit the evaluated results of such qualifications, as received from the South African Qualifications Authority (SAQA). Limited to 2.5MB in size, if emailed. Should an automated acknowledgement of receipt not be received when an application is emailed, this could mean that the application did not reach the Department due to the size of the attachments. Should this occur, kindly resend the application in 2/3 parts, splitting the attachments accordingly. Shortlisted Candidates will be subjected to an interview and technical test(s) (which test Candidates' demonstrated professional and technical competency against the job requirements and duties). Candidates potentially considered suitable after the interview and technical test(s), will be subjected to a competency assessment (which tests the Candidates' demonstrated proficiency in the professional dimensions attached to the level of the post); employment suitability checks (credit, criminal, citizenship, employment references and qualification verifications); and will be required to complete the online "Pre-entry Certificate to Senior Management Services" course. The course is available at the National School of Government (NSG), under the name "Certificate for entry into the SMS". Full details can be obtained via the following link: <http://www.thensg.gov.za/training-course/sms-pre-entry-programme/>. Candidates wishing to be considered for appointment, are encouraged to enrol for this course immediately. Appointed persons will be required to enter into an employment contract; serve a prescribed probation period; and successfully undergo an appropriate security clearance process within a prescribed timeframe.

## MANAGEMENT ECHELON

- POST 24/50** : **PROVINCIAL MANAGER: KZN REF NO: HRMC 44/20/01**
- SALARY** : R1 251 183 - R1 495 956 per annum (Level 14), (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** : Province: KwaZulu-Natal: Provincial Manager's Office
- REQUIREMENTS** : An undergraduate qualification at (NQF level 7) as recognized by SAQA. A relevant post graduate qualification will be an added advantage. 5 years' experience at a senior managerial level in a related field. Pre-entry Certificate to Senior Management Services. Knowledge of the Constitution of the Republic of South Africa, the Public Service Act and Public Service Regulations. Basic knowledge of applicable Human Resource legislations and prescripts. Knowledge and understanding of the Public Finance Management Act. In-depth knowledge and understanding of the Citizenship Act, Births, Marriages and Death Act, the Identification and Identity Documents Act, and the Travel Document and Passport Act. Knowledge and understanding of the Immigration Act and

## **DUTIES**

Regulations, the Refugee Act and Regulations. Computer literacy. A valid drivers' licence, willingness to travel extensively and work extended hours is essential.

: The successful candidate will be responsible for, amongst others, the following specific tasks: Provide strategic advice and guidance to Civic and Immigration Services Front Offices in the Province. Develop strategy for Civic and Immigration Services. Responsible for strategic decision making and risk management regarding Civic and Immigration Services at Provincial level. Monitor and report to the Deputy Director-General's Civic Services on the performance of the Province against the objectives of the DHA Strategic Plan. Direct and enable the growth of the footprint at Regional Offices, District Offices, Permanent Service Points and Thusong centres. Ensure provisioning of services and functions in accordance with all relevant legislation for Civic and Immigration Services. Ensure effective management and implementation of Inspectorate and Permitting services and functions in compliance with the Immigration and Refugee Act. Ensure the preparation, development and implementation of Civic and Immigration Services business and operational plans of the Province. Interaction with Provincial and local government (i.e. Premier, Member of Executive Council (MEC's), Head of Departments (HOD's) and community based structures). Manage and implement strategic objectives and innovation. Participate in the development of the strategy for the Department. Ensure the development and implementation of business plans in conjunction with Head Office in order to meet the strategic objectives of the Department. Responsible for strategic decision making and providing expert advice. Ensure effective and efficient risk management within province in order to mitigate security and fraud risks. Manage various strategic projects and programmes identified to meet short, medium and long term objectives of the Unit. Ensure effective monitoring and coordination of the Province so as to provide strategic advice and update the Minister and Departmental Heads regarding capacity requirements, demand trends and service delivery. Develop strategy to address representation, service delivery requirements and global trends. Develop and review policies, procedures and standard level agreements. Manage and oversee the implementation of governance processes, frameworks and procedures. Ensure compliance with legislation, regulations, DHA policies and procedures within the Province. Participate in management and other government forums. Manage and monitor quality, risk, standards and practices against prescribed frameworks. Develop and oversee the implementation of written policies, standards, and guidelines. Ensure adherence to department policies, processes and procedures. Ensure effective governance and compliance within the Province. Provide leadership and strategic direction within the Province in identifying policy gaps, determine policy goals and draft policy documents as needed. Ensure good governance within the Province in line with the King Report and other related legislation. Ensure effective management of compliance with legislation, regulations, DHA policies and procedures within the Province. Ensure compliance with all audit requirements within the Province. Ensure the development of quality and risk management frameworks, standards and practices. Draft and submit annual, monthly and weekly reports that are required or delegated by Ministry, DG, DDG or other Business Units. 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 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. Establish and manage relationships with all relevant stakeholders. Liaise with internal and external stakeholders on strategic issues and challenges that emanates. Build partnerships with various internal and external stakeholders in order to enforce compliance. Ensure that various stakeholders enquiries or complaints are directed to relevant officials for resolution. Coordinate, support and track the resolution of various stakeholder enquiries or complaints. Manage Resources (Human, Financial and Physical) within the Province. Report on the performance of the unit against operational plan, business requirements and targets. Develop the business plan for the Province and ensure effective prioritisation and resource planning. Agree on the training and development needs. Implement effective talent management processes within the Province (attraction, retention, development). Manage the implementation of compliant performance management. Ensure that employees are equipped with the required skills and resources to perform optimally. Manage compliance of the Province against finance, asset management, supply chain and procurement regulations and policy requirements. Manage the financial resources of programmes and projects in charge of in accordance to the PFMA. Identify and monitor financial risks in relation to the projects in the Province.

**ENQUIRIES  
APPLICATIONS**

: Mr LT Sigama, Tel No: (012) 402 2167/66 or (012) 402 2214  
 : Quoting the relevant reference number, direct your CV, certified copy of highest qualification together with an Application for Employment form (Z83), obtainable from any Public Service Department or at [www.gov.za](http://www.gov.za), by the closing date to: E-mail: [Civicsrecruitment@dha.gov.za](mailto:Civicsrecruitment@dha.gov.za)

**POST 24/51**

: **DIRECTOR: IT SERVICE DELIVERY MANAGEMENT REF NO: HRMC 44/20/02**  
 Branch: Information Services  
 Chief Directorate: IT Service Management  
 Directorate: Service Delivery Management

**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  
 : An undergraduate qualification at NQF level 7 as recognized by SAQA. 5 years' experience at a middle management level. Pre-entry Certificate to Senior Management Services. Experience in IT Service Delivery Management (IT Asset Management, Procurement and Contract and SLA) environment is required. Experience in managing Vendors, IT assets, IT Procurements and SLA/ OLA and Contracts is required. Sound knowledge and application of the GITO Guidelines and prescripts (E Governance policy framework and Corporate Governance of IT in Public Sector). Knowledge of the State Information Technology Agency Act 88 of 1998, SITA regulations and sound knowledge of the Protection of Information Act 84 of 1982 and the Promotion of Access to Information Act 2 of 2000. Sound knowledge of the Copyright Act. Knowledge of the Public Service Regulatory Framework. Understanding of the departmental legislation and prescripts. Sound Knowledge of Public Finance Management Act and Supply Chain Management prescripts. ITIL Foundation Certification is required. Strategic capability and leadership. Service delivery innovation, client orientation and customer focus. People management and empowerment. Time management, accountability and decision making. IT Service (Business) Continuity Management. Service Level Management and capability management. Problem solving analysis, business report writing, influencing and networking. Written and

**DUTIES**

verbal communication skills. A valid drivers' licence, willingness to travel extensively and work extended hours, and on call are essential.

: The successful candidate will be responsible for, amongst others, the following specific tasks: Manage IT service delivery improvements in line with Infrastructure Library (ITIL) Framework. Ensure the alignment of IT service delivery management strategy with the overall Departmental strategy. Lead and direct effective business strategy needs to incorporate into IT Service Management Strategy. Provide direction and guidance on IT service delivery management to DHA Business Units. Manage the implementation of ITIL processes to focus on service delivery improvements. Ensure compliance to ITIL norms and standards in order to deliver excellent service and add value to the business. Manage and monitor IT procurement plan for seamless and effective service delivery. Manage and monitor IT procurement and service contracts, OLAs and SLA to ensure that are implemented according to best practice. Manage IT assets (tangible and intangible) in line with DHA policy prescripts and best practices. Manage the quality of service rendered by IT Vendors to ensure effective service delivery. Manage business agreement with SITA and alignment with all SLAs for mandatory and non-mandatory services. Ensure that all procurement are part of the IT procurement plans, business case, project plans etc. Ensure that all supplier relationship is underpinned by legally binding contracts and SLAs. Ensure that all IT Assets within the branch are managed in accordance to the DHA Asset Management prescripts. Ensure all Policy, Processes and Procedures are in place as part of control measures and mechanism to manage IT Service delivery. Oversee values and principles of IT Standards, PFMA and SITA and Supply Chain Management policies are adhered to. Ensure that IT structures that streamlines IT processes are implemented to eliminate redundancy. Design appropriate and cost-justifiable continuity mechanisms to meet the agreed business continuity. Manage and implement strategic objectives and innovation within the functional Unit. 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 directorate against the business plan to the CD. Develop technical expertise within the directorate and keep abreast of technological advancements. Develop identified policies and procedures in conjunction with the policy and strategy Unit. Develop service delivery processes and procedures for the Department. Develop relationship with vendors and service providers for the delivery of services. Ensure that IT services are implemented to the best practice standards, time, quality and budget. Create and build partnerships with various internal and external stakeholders. Ensure the implementation of effective risk and compliance management practices. Develop and implement governance processes, frameworks and procedures within the Unit. Monitor and ensure compliance with legislation, regulations, DHA policies and procedures within the Unit. Ensure compliance with all audit requirements within the Unit. Represent the Unit at management and other government forums. Decide on appropriate rewards and promotion on the basis of performance and contribution against agreed targets. Manage grievances, discipline and terminations within the Unit. Manage and ensure employees are equipped with the required skills and resources to perform optimally. Ensure that staff is motivated and committed to the vision and goals of the directorate.

**ENQUIRIES**  
**APPLICATIONS**

: Ms NR Nengovhela Tel No: (012) 406 4090  
: Quoting the relevant reference number, direct your CV, certified copies of qualifications and ID together with a completed Z83 application form which can be downloaded from our website, by the closing date to: E-mail: [isrecruitment@dha.gov.za](mailto:isrecruitment@dha.gov.za)

<b><u>POST 24/52</u></b>	:	<b><u>DIRECTOR: POLICY DEVELOPMENT REF NO: HRMC 44/20/03</u></b> Branch: Institutional Planning and Support Chief Directorate: Policy and Strategic Management
<b><u>SALARY</u></b>	:	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.
<b><u>CENTRE REQUIREMENTS</u></b>	:	Head Office, Pretoria An undergraduate qualification in Social Sciences /Policy Development or related field at NQF level 7 as recognized by SAQA. 5 years' experience at a middle management level. Pre-entry Certificate to Senior Management Services. Knowledge and understanding of Public Service policies and legislation. Knowledge and understanding of all Departmental prescripts, legislation and policies. Client orientation and customer focus. Programme and project management. Communication and decision making. Business report writing and presentation skills. Influencing and networking. Planning and organising. Negotiation and interpersonal skills. A valid drivers' licence, willingness to travel extensively and work extended hours.
<b><u>DUTIES</u></b>	:	The successful candidate will be responsible for, amongst others, the following specific tasks: To manage and coordinate the policy development programme of the Department of Home Affairs. Develop a multi-year departmental policy program that is aligned with DHA constitutional mandate and government priorities. Ensure effective and inclusive processes for the formulation of policies. Coordinate policy development within the Department. Keep abreast of relevant national and international trends in policy development. Monitor the policy environment and assist the Department to review policy as required. Support and drive policy analysis and professional policy development, including the contracting and management of policy specialists. Ensure effective policy analysis, supported by sound information and knowledge, in the development of policy. To ensure communication, coordination and maintenance of policies within Department of Home Affairs. Ensure alignment of DHA policies with government priorities, legislation, DHA strategic direction, environment and other requirements. Manage communication of DHA wide policies across the entire organization. Collaborate with other departments, spheres of government, academia and internal divisions where and when necessary, and ensure effective consultation on policy internally and externally. Participate in relevant policy forums/workshops that impact on the effective operation of Home Affairs. Build and maintain links with national, provincial and local government and other institutions on policies that impact on the mandate of the Department. Provide expert advice and guidance to management and staff on policy matters. Establish a systematic and standard approach for policy development in the Department. Identify and communicate policy requirements within DHA. Keep and maintain DHA wide policy register. Promote best practice in respect of policy management. Ensure operational efficiency and service delivery within the directorate. Develop the operational plan for the directorate and ensure effective prioritisation and resource planning. Report on the performance of the directorate against the operational plan to the CD/DDG. 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 within the directorate. Maintain close links with Business Intelligence and Research functions in Branches to identify new trends and strategic direction, and to ensure data and information flow in support of planning. Develop and implementation of policy and procedure, directive, acts and regulations. Manage physical, financial and human resources. Ensure that budget spending is maximized in line with strategic objective. Monitor and report on the

utilization of equipment. Ensure proper implementation of the budget by monitoring, projecting & reporting on expenditure. Ensure capacity and development of staff. Enhance and maintain employee motivation and cultivate a culture of performance management. Ensure that the Directorate is adequately staffed. Evaluate and monitor performance and appraisal of employees. Ensure risk and compliance management. Develop and implement governance processes, frameworks 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 forums.

**ENQUIRIES** : Mr S Mthiyane Tel No: (012) 406 4353  
**APPLICATIONS** : Quoting the relevant reference number, direct your application (following the "Directions to Applicants" above), by the closing date of 18 September 2020 to: E-mail: [ipsrecruitment@dha.gov.za](mailto:ipsrecruitment@dha.gov.za)

**POST 24/53** : **DISTRICT MANAGER OPERATIONS REF NO: HRMC 44/20/04**

**SALARY** : R1 057 326 - R1 245 495 per annum (Level 13), (An all-inclusive remuneration 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** : Eastern Cape: District Municipality Office: Amathole and Buffalo City Metro Municipalities.

**REQUIREMENTS** : Undergraduate qualification in Operations Management / Social Sciences at NQF level 7 as recognized by SAQA. 5 years' experience at a middle management level. 5-7 years' experience in Civic and Immigration Services or Operations Management. Pre-entry Certificate to Senior Management Services. Knowledge of the Public Service Regulatory Framework. Knowledge of the Human Resources Legislation and Prescripts. Knowledge of Human Resource Plan. Knowledge and understanding of departmental legislation and prescripts. Knowledge and understanding of Immigration Services Acts. Knowledge and understanding of Civic Services Acts. Business report writing and presentation skills. Problem solving and analysis. Planning and organizing. Operations and logistics management. Capacity planning. Research methodology and analysis. Policy development. Computer literacy. A valid drivers' licence, willingness to travel extensively and work extended hours are essential.

**DUTIES** : The successful candidate will be responsible for, amongst others, the following specific tasks: Manage operations of the Civic and Immigration services in the District / Metro Municipality in accordance with service delivery standards. Manage Civic Services operations on the issuing of enabling documents (eg. birth, marriages, and deaths, travel documents, IDs / Smart Cards etc.). Facilitate the implementation of national immigration initiatives, processes and policies to achieve improved efficient and effective service delivery. Ensure the accessibility of DHA services by the public and management of outreach programmes. Ensure the delivery against the mandates derived from the Government's Programme of Action (POA). Provide input in the development of Civic and Immigration Services strategies. Oversee operations and activities of all Local offices and Ports of Entry to meet the needs of the clients in line with the departmental service standards. Oversee the integrity of the national population register in the district and ensure effective utilisation of all relevant Civic Services systems. Identify external trends and patterns that will impact the medium and long term footprint and channel development for both Civic and Immigration Services. Facilitate the development of the footprint at Local Offices (small, medium and large), Thusong centres, Health Facilities and mobile offices. Develop, interpret

and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates. Revisit, review and streamline all processes to ensure accuracy and efficiency in all operations. Manage the implementation of a service delivery plan with measures to improve and monitor service delivery, combat corruption, address and prevent backlogs. Act as a change agent for transformation and communicate, motivate and drive change initiatives within the district. Recommend and implement performance improvement initiatives. Drive consistency and uniformity by enforcing Standard Operating Procedures (SOPs) within DHA offices and Ports of Entry (POE) and adhere to service standards. Provide expert advice and guidance in the Metro/District Municipality on operational matters. Serve as a project leader within the District Municipality to ensure effective project management implementation. Manage Immigration operations (eg. port of entry, law enforcement, deportations and inspectorate functions). Manage compliance to all legislation administered by the department in the District /Metro Municipality. Identify policy gaps, provide input and comments on drafting policy documents Ensure effective interpretation and implementation of Civic Services and Immigration legislative frameworks. Ensure effective management of compliance with legislation, regulations, DHA policies and procedures within the Metro/District Municipality. Develop the Operational plan and facilitate implementation and resource planning. Provide strategic direction within the Metro/District Municipality. Manage the delivery of the Operational plan within the allocated budget, against the agreed objectives and timeframes. Report on the performance of the Metro/District Municipality against the APP, BP and Operational Plan to the Provincial Manager. Develop technical expertise within the Metro/District Municipality and keep abreast of technological advancements. Ensure the implementation of innovative initiatives. Provide administrative support services in the District /Metro Municipality. Draft and submit reports that are required or delegated by Ministry, Director-General, Deputy Director-General or other Business Units. Ensure compliance with all audit requirements within the Province. Develop quality and risk management frameworks, standards and practices. Ensure effective management of external contractors and suppliers within the Metro/District Municipality. Ensure effective development and management of internal service level agreements. Ensures effective alignment of Civic and Immigration Service's budget and reporting to the department's strategic planning in terms of the Treasury Regulations and PFMA of 1999. Ensure effective talent management within the unit (attraction, retention, development). Ensure effective and compliant implementation of performance management within the Province. Foster effective inter-governmental and stakeholder relations within the District / Metro Municipality. Liaise with various internal and external bodies/institutions on matters relating to Civic and Immigration Services functions. Recommend stakeholder development patterns within the District Municipality. Ensure that the DHA services and plans are in line with the Integrated Development Plan (IDP) of the Metro-municipality. Ensure the delivery of services against the mandates derived from the Government's Programme of Action (POA). Develop and maintain good relations within the department and with all stakeholders. Represent the Province at management structures and other government structures/forums. Liaise and co-ordinate with governmental, non-governmental institutions and other structures and organizations to enhance service delivery. Manage key stakeholders relationship related to the delivery of services. Manage external contractors and suppliers in an efficient manner. Develop relationship across diverse groups of stakeholders. Interaction with Provincial and local government on matters of interest to the Department's service delivery. Ensure efficient management of risk and audit queries to obtain an improved audit outcome in the District / Metro Municipality. Ensure effective management of compliance with legislation, regulations, DHA policies and procedures

within the Unit. Ensure compliance with all audit requirements within the Province. Develop quality and risk management frameworks, standards and practices. Manage resources (Human, physical and financial) in the District Municipality. Prepare, monitor and control the annual budget so that expenditure is in line with financial requirements and the strategy of the District/Metro Municipality. Ensure management of external Contractors and Suppliers. Ensure that supply chain management and asset management are effectively managed in line with Treasury Regulations and PFMA. Ensure talent management within the unit (attraction, retention, development). Ensure the implementation of performance management system. Oversee the management of IT support in District Municipality. Ensure the management grievances, discipline and terminations in the District Municipality. Ensure that managers are equipped with the required skills to manage transformation and transition.

**ENQUIRIES**  
**APPLICATIONS**

- : Mr Mr G Mabulu Tel No: (082) 887 5563
- : Quoting the relevant reference number, direct your application (following the "Directions to Applicants" above), by the closing date of 18 September 2020 to: E-mail: [Civicsrecruitment@dha.gov.za](mailto:Civicsrecruitment@dha.gov.za)