

## DEPARTMENT OF HOME AFFAIRS



- APPLICATIONS** : Quoting the relevant reference number, direct your CV, copy of highest qualification together with the new Application for Employment form (Z83), obtainable from any Public Service Department or at [www.gov.za](http://www.gov.za). E-mail to: [civicsrecruitment@dha.gov.za](mailto:civicsrecruitment@dha.gov.za)
- CLOSING DATE APPLICATIONS** : 27 September 2021
- : Applications must be sent to the correct address specified at the bottom of each position, on or before the closing date; submitted on the new 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 highest 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); and 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 32/38** : **CHIEF DIRECTOR: PROVINCIAL MANAGER (X2 POSTS)**
- 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** : Free State: Provincial Manager's Office – Bloemfontein Ref No: HRMC 35/21/1a (X1 Post)  
KwaZulu-Natal: Provincial Manager's Office – Pietermaritzburg Ref No: HRMC 35/21/1b (X1 Post)
- REQUIREMENTS** : An undergraduate qualification in Social Sciences at (NQF level 7) as recognised by SAQA. Pre-entry Certificate for Senior Management Services endorsed by National School of Government. 5 years' experience at a Senior Managerial level. Extensive experience in Operations Management is required. Knowledge of the Public Service Regulations, Treasury Regulations and Public Finance Management Act (PFMA). Knowledge of Human Resource Regulatory Framework. Knowledge of the Minimum Information Security Standard (MISS). Knowledge of the Departmental Legislations and Prescripts (Civic Services and Immigrations). Strategic capability and leadership. Service delivery

innovation, client orientation and customer focus. People management and empowerment. Financial management, accountability, program and project management. Conflict management and resolution. Change management, business continuity, decision making and initiating action. Problem solving and analysis. Business report writing and presentation skills. Operations management, research methodology and analysis. Communication skills. A valid drivers' license, willingness to travel and work extended hours, weekends and on call are essential.

**DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Manage the provision of enabling documents and citizenship. Manage the process of the issuance of travel documents and passports. Manage the process of issuing safe and secure identity (identity document,) to the citizens. Manage the implementation and effective utilisation of all relevant Civic Services systems. Manage the overall operations and performance of the Province against the agreed service delivery standard. Ensure the delivery against the mandates derived from the Government's Programme of Action (POA). Ensure the effective implementation of the Civic Services Footprint (Local Office Large, Local Office Medium, Local Office Small, Health Facilities, Mobile Offices). Ensure effective coordination between Back Office and Front Office functions. Manage and secure the integrity of the National Population Registration. Ensure the civil registration of birth within 30 days. Ensure solemnisation and registration of marriage. Ensure registration of death. Ensure connectivity of health facilities. Manage late registration of birth. Ensure amendments and rectification of personal information. Management of Immigration Services. Ensure effective management and oversight of Provincial Immigration Inspectorate activities. Ensure effective co-ordination between Provincial Inspectorate other Departmental Units and the National Inspectorate. Ensure the humane and efficient enforcement of the Immigration Act, Refugees Act and other Departmental legislation. Ensure effective collaboration with relevant law enforcement agencies in combating illegal migration and its associated activities such as corruption, fraud, human trafficking and human smuggling. Ensure the effective, compliant, speedy and humane management of deportation of transgressors of the Immigration Act. Ensure the effective and consistent investigations of cases of non-compliance to the Immigration act, Refugees Act and other Departmental legislations. Create and build partnerships with various internal and external Stakeholders on matters related to inspectorate. Contribute and support the overall strategic and operational goals of the Immigration Services Branch and the Department. Ensure Immigration Officials are provided the necessary tools and resources to conduct effective enforcement. Ensure the professionalism, image and standards of Immigration Officials is developed and maintained. Manage the process of issuing safe and secure identity (birth, marriage, death, identity document, etc.) to the non-citizens. Drive consistency and uniformity by enforcing standard operating procedures. Foster effective relationships with all the Stakeholders. Serve as a project leader within the Province to ensure effective project management implementation. Develop and maintain good relations within the Department and all Stakeholders. Represent the Province at management and other government forums. Liaise and co-ordinate with governmental, non-governmental institutions and other structures and organizations. Manage key Stakeholders' relationship related to the delivery of services. Develop relationship across diverse groups of Stakeholders. Interaction with Provincial and local government (i.e. Premier, MECs, HODs and community based structures). Manage implementation of good governance, compliance, monitor proper implementation of policies, procedures, systems, controls and risks within the Province. Provide Civic and Immigration Services leadership and strategic direction within the Province. Identify policy gaps, provide inputs and comments on drafting policy documents. Draft and submit reports that are required or delegated by Ministry, Director-General, Deputy Director-General or other Business Units. Ensure effective management of compliance with legislation, regulations, Departmental policies and procedures within the Unit. Ensure compliance with all audit requirements within the Province. Develop quality and risk management frameworks, standards and practices. Liaise with Provincial Managers in other Provinces to ensure standardisation of operations and service as far as possible, improved service delivery and compliance. Provide inputs to the Departmental Strategic Plan and Annual Performance Plan.

Manage resources (human, financial and equipment). Prepare, monitor and control the annual budget so that expenditure is in line with financial requirements and the strategy of the Unit. Ensure effective management of external Contractors and Suppliers within the Unit. Ensure effective development and management of internal service level agreements. Oversee effective management of physical assets within the Province. 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 the development and implementation of skills development strategy within the Province. Ensure effective talent management within the Unit (attraction, retention, development). Ensure effective and compliant implementation of performance management within the Province. Ensure effective management of grievances, discipline and terminations within the Province. Lead and direct staff in the Province so that they are able to meet the Departmental objectives. Drive a culture of customer service and operational excellence within the Province. Ensure that managers are equipped with the required skills to manage transformation and transition.

**ENQUIRIES**

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Ms C Mocke Tel No: 082 301 8580