

NATIONAL SCHOOL OF GOVERNMENT

The National School of Government (The NSG) contributes to the building of an effective, capable and professional public service through the provision of relevant, mandatory and non-mandatory training programmes.



- APPLICATIONS** : Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001 or E-mail at Recruitment.MMSSMS@thensg.gov.za
- FOR ATTENTION** : Kindly contact Ms Letty Raseroka (012) 441 6626 or Mr Mpho Mugodo, (012) 441-6017.
- CLOSING DATE** : 26 August 2022 @ 16h00
- NOTE** : Applications must consist of: A fully completed and signed new Z83 form with a comprehensive CV only containing contactable references. Only shortlisted candidates will be required to submit certified documents on or before the day of the interview. The relevant reference number must be quoted in the application form. Foreign qualifications must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). Shortlisted candidates might be subjected to a technical exercise for the post (s) All appointments are subject to personnel suitability checks such as security vetting, citizen verification, financial records check, and qualifications verifications. Applications who do not comply with the above-mentioned requirements as well as applications received late, will not be considered. The selection process of the SMS post will be in line with the Senior Management Service requirements. The successful candidate will be expected to sign a performance agreement within three months from the date of assumption of duties and to disclose particulars of all registrable financial interests within a month. The selection process will be in line with the NSG Recruitment and Selection Policy and other prescripts. The employment decision shall be informed by the Employment Equity Plan of the Department to achieve its employment equity targets. It is the Department's intention to promote equity (race, gender, and disability) through the filling of this post. The NSG reserves the right not to make an appointment and to use other recruitment processes. Correspondence will be limited to shortlisted candidates only. Successful completion of the Senior Management Pre-Entry Programme (Nyukela) is required for being considered for this SMS post. Enrolment for the course should be made on the NSG's website at <https://www.thensg.gov.za/training-course/sms-pre-entry-programme> Suitably qualified, dynamic, passionate, and experienced persons are invited to apply for the vacant permanent positions. Applicants are requested to visit the NSG website at www.thensg.gov.za or www.dpsa.gov.za for information on the requirements and duties of the position

MANAGEMENT ECHELON

- POST 30/157** : **DIRECTOR: CURRICULUM DEVELOPMENT REF NO: NSG 09/2022**
Job purpose: To manage and support Curriculum Development in the NSG.
- SALARY** : R1 073 187 per annum, (an inclusive remuneration package commencing) comprising basic salary (70% of package), contribution to the Government Employee Pension Fund (15% of basic salary level 13).
- CENTRE** : Pretoria
- REQUIREMENTS** : Minimum relevant undergraduate qualification (NQF level 7) as recognized by SAQA. A post graduate qualification in Curriculum Design and Quality Assurance/Accreditation will be an added advantage. Successful completion of the Senior Management Pre-Entry Programme (Nyukela). Relevant registration at a professional body will be advantageous. Experience: 5 years' proven experience at a middle/senior managerial level. Knowledge: Knowledge of and experience in Curriculum Instructional Design for online, virtual and face to face modes of delivery. Knowledge of decolonizing, transformational and participatory pedagogies. Knowledge and understanding of Constitution, Public Service Legislation including Skills Development Act, PFMA, Treasury regulations etc. Knowledge of SAQA and accreditation processes. A good theoretical and practical knowledge of best practice and

cutting-edge curriculum and materials design. Knowledge and experience of integrating inclusivity issues in management and functions. Knowledge of emotional intelligence theory and application thereof in curriculum and pedagogy. Knowledge of a range of methodologies for teaching and learning. Good understanding of Project management cycle, methodologies, and tools. In-depth understanding of developmental assessment and moderation processes. Competencies/skills: Proven advanced writing skills, proofreading, editing, and overwriting skills, including report writing, submissions and articles. Instructional design skills for online, virtual and face to face courses. Proven advanced statistical, analytical and research skills. Advanced project management skills. Good management skills. People management skills. Communication and liaison skills to work with different stakeholders, both internal, external to the public service and internationally. Digital skills to work in digital environments with digital systems, management, and reporting tools. Ability to work in teams. Good conflict management skills. Expert instructional design skills. Advanced Computer skills in MS Office Suite, e-Facilitation, and InDesign. Creative and analytical skills. Policy development, analysis, and execution skills. Community development skills and being people center. Problem solving skills. Planning and organizing skills. Influencing and Negotiating skills. Personal Attributes: Lead, inspire, coach and mentor staff at a strategic level. Select, develop, and performance-manage staff to deliver rapid, responsive, and reliable service from their components; Interface vigorously at executive / strategic levels within and outside the organisation; Negotiate and manage effective service levels in respect of the function with stakeholders (internal and external) and service providers to ensure sustained quality service delivery. Resolve conflicts decisively. Work under pressure to meet deadlines. Apply honesty and Integrity in the area of work. Travel and work extended hours.

DUTIES : The incumbent will be responsible for the strategic leadership of the Directorate. Key Results Areas: Oversee, lead and manage the design and development of new curriculum. Work in a collaborative way with all other units responsible for curriculum development. Establish norms and standards through the development and maintenance of a Curriculum Framework and Standard Operating Procedures. Design institutional interventions in collaboration with other units in the NSG. Manage the Directorate team as well as material, financial and knowledge resources to optimise performance and meet Chief Directorate's key result areas. Manage and report on the performance of the Directorate.

ENQUIRIES : Ms Letty Raseroka Tel No: (012) 441 6626

POST 30/158 : **DIRECTOR: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT**
REF NO: NSG 10/2022
 Job purpose: To manage and facilitate the provision of human resource management and development services.

SALARY : R1 073 187 per annum, (an inclusive remuneration package commencing comprising basic salary (70% of package), contribution to the Government Employee Pension Fund (15% of basic salary level 13).

CENTRE : Pretoria
REQUIREMENTS : Minimum relevant undergraduate qualification (NQF level 7) as recognized by SAQA. A post graduate qualification will serve as an added advantage. Successful completion of the Senior Management Pre-Entry Programme (Nyukela). Experience 5 years' proven experience at a middle/senior managerial level. Proven technical background and experience in management of Human Resources Management and Development
 Knowledge: Theoretical and practical of the functional area of Human Resource Management & Development. New developments around the management of Human Resource Management & Development. In depth knowledge of various applicable legislative frameworks Public Service Act, Public Service Regulations, Skills Development Act, Labour Relations Act and relevant Public Service and Administration directives. Government priorities as far as public sector human resource management and development is concerned. A track record in formulation and management of Human Resources Management and Development policies, plans and reports. Develop and implement systems and controls to ensure sound Human Resource Management and Development and reporting. Knowledge of payroll and human resource systems. Competencies/skills: Proven advanced writing

skills. Communicate proficiently, both verbally and in writing. Proven statistical, analytical and research skills. Strategic leadership and development skills. Problem solving skills and analysis. Presentation skills. Strategic analysis skills. Financial management skills. People management skills. Project and programme management skills. Strategic capability and excellent interpersonal skills. Personal Attributes: Lead, inspire, coach and mentor staff. Select, develop, and performance-manage staff to deliver quality, rapid, responsive and reliable service. Interface vigorously at executive/strategic levels within and outside the organization. Negotiate and manage effective service levels in respect of the function with clients (internal and external) and service providers to ensure sustained quality service delivery. Resolve conflicts decisively. Work under pressure to meet deadlines. Apply ethics and integrity in the area of work.

DUTIES

: The incumbent will be responsible for the strategic leadership and performance of the Directorate. Key Results Areas: Develop and manage the implementation of employee wellness policies and submission of employee health and wellness information management reports. Manage the Human Resource Plan of the NSG and ensure its alignment to the MTEF Strategic Plan of the department. Ensure accurate human resource information management services are provided. Ensure effective and efficient recruitment and selection services are implemented. Ensure implementation of conditions of service through effective HR Transactions Management and transversal systems. Serve as the NSG's PERSAL Manager. Ensure that effective and efficient performance management and development services are rendered. Ensure the provisioning of HR utilization and development programmes within the NSG aligned to the Skills Development Act and other legislative frameworks. Ensure the implementation of career management programmes such as succession planning, talent management, retention, career pathing, job rotation, job enrichment, acting roles, team leadership as well as programmes to preserve institutional memories. Manage effective and efficient labour relations. Manage policy co-ordination services. Ensure relevant HRM&D compliance reports are submitted timeously as required in the relevant prescripts applicable in the public sector. Management of staff, budgets and resources of the Directorate. Participation in management structures of the NSG and policy forums.

ENQUIRIES

: Mr Mpho Mugodo Tel No: (012) 441-6017

OTHER POSTS

POST 30/159

: **DEPUTY DIRECTOR: RESEARCH REF NO: NSG 11/2022**

SALARY

: R744 255 per annum, (an inclusive remuneration package commencing) comprising basic salary (70% 75% of package), contribution to the Government Employee Pension Fund (15% of basic salary) and a flexible portion (salary Level 11).

CENTRE REQUIREMENTS

: Pretoria
 : An appropriate degree and/or equivalent (NQF level 7). A post graduate degree with research methodology will be an added advantage. Six (6) to ten (10) years relevant experience with at least three years' experience in research. Demonstrable skills thus presumed to provide proof of academic output(s). Knowledge: In-depth knowledge and understanding of the public sector and its key programmes. A wide technical scope of research as a discipline and research methodology. Specialized knowledge to prepare datasets for quantitative and qualitative data analysis. Highly specialized knowledge of a wide variety of statistical data analysis techniques. Thorough knowledge of multi-disciplinary research and research environments. Theoretical and practical knowledge of the human sciences and its associated research methodologies. Ability to integrate, interrogate and interpret knowledge and information. Technical knowledge of a wide range of referencing methods. Knowledge of the education/training landscape including needs analysis, curriculum design, facilitation of training and the monitoring and evaluation thereof. Competencies/skills: Advanced methodological proficiency. Capacity to draft research proposals. Design research models and conduct independent research. Advanced analytic and critical thinking skills. Research report writing. Academic communication skills. Ability to communicate at management level. Advance deductive and inductive reasoning skills. Information seeking skills. Operationalizing research. Advanced qualitative, quantitative and data

synthesis skills. Advance numeracy skills. Advanced research project management. Technical skills: Skills to develop research tools/methods. Advanced computer literacy in the MS suite of products especially MS EXCEL and data analysis software such as SPSS and Atlas T.I. Decision making skills. Advanced literacy. Intermediate language skills. Basic project management. Basic training skills such as research capacity building and skills audit capacity building. Basic statistical analysis skills Advanced operational planning skills. Ability to function in a team and independently. Ability to work accurately under pressure. Analytical and objective. Systematic, organized and orientated to detail.

DUTIES

: Conduct stakeholder consultation to conceptualise the need for research. Compile research proposals and conduct literature reviews for research projects. Develop, pilot, and refine research instrument. Draft an initial report on research instruments and circulate for approval. Code the instruments and manage capturing of data. Perform preliminary quantitative statistical analysis. Finalise and integrate findings obtained from the data reduction process. Conduct stakeholder consultation to conceptualize the need for Training Needs Analysis (TNA) and or skills audit interventions. Customize/develop the TNA and or Skills Audit tools to address client needs as identified during the consultation process. Conduct stakeholder consultation to finalize TNA and or Skills Audit tools and to obtain buy-in. Upload the finalized TNA and or Skills Audit tools on an electronic platform such as the lime survey. Implement TNA and or Skills Audit tool. Perform preliminary quantitative statistical analysis. Code qualitative data. Undertake and present papers at either national and/or international conferences. Submit academic journal articles for publication to generate knowledge and enhance the reputation of the NSG. Edit journal articles in preparation for publication. Organise research colloquia or roundtable discussions to stimulate debate, insight and understanding. Disseminate research findings in the form of research colloquia, conference papers or publications for accredited journals. Provide inputs on matters pertaining to research. Provide specialized research related inputs on NSG task teams/committees/forums. Provide inputs to external stakeholders in the field of research and development. Collaborate with institutions of higher learning and other government departments on research matters. Provide research related capacity interventions as requested by departments.

ENQUIRIES

: Ms Letty Raseroka Tel No: (012) 441 6626

POST 30/160

: **ASSISTANT DIRECTOR: EMPLOYEE RELATIONS & POLICY CO-ORDINATION REF NO: NSG 12/2022**

SALARY CENTRE REQUIREMENTS

: R382 245 per annum (Level 09), plus competitive benefits cost to company).
 : Pretoria
 : National three-year Diploma in Labour Relations/ Industrial Relations/LLB/ Labour Law or equivalent at (NQF level 06). Three-five years' experience in Labour Relations of which one year on a supervisory level. Knowledge: In depth knowledge of the Public Service Act & Regulations, Labour Relations Act, and relevant MPSA Directives and Determinations. Advanced knowledge of the legislative frameworks in the public service. Advanced knowledge of Departmental Policies and procedures. Advanced knowledge of policy development practices. Ability to understand, interpret and apply policy initiatives emanating from government and linking it to Labour Relations. Competencies/ skills: Basic Numeracy. Good analytical skills. Good written and verbal communication skills. Listening skills. Planning, organizing and execution skills. Investigation skills. Interest based conflict resolution skills. Conciliation and Mediation skills. Presentation and facilitation skills. Good report writing skills. Critical thinking skills. Negotiation and influencing skills. People skills. Good computer literacy skills in the MS Office Suite. Interpersonal proficiency. Language proficiency. Good time management skills. Technical skills: Coaching and mentoring skills. Quality of work. Delegation and empowerment. Research, analysis, and interpretation skills. Policy formulation and implementation skills. Personal Attributes: Acceptance of responsibility, sense of judgement, reliability, client focused, trustworthy, enthusiastic, confident, attention to details, innovative, creative, and proactive, Flexibility, ability to work independently and as part of a team, Ability to maintain high levels of confidentiality as well as demonstrated ability to maintain objectivity.

DUTIES : Facilitate the provision of employee/ labour relations services and to implement related support systems. Facilitate the development of departmental policy and guidelines related to labour matters, disputes, grievances, and disciplinary processes. Render unbiased and specialised advisory service in the organisation on all labour related policies, agreements, strategies, procedures, and legislation. Facilitate collective bargaining and labour dispute resolution and prevention matters. Conduct preliminary investigations, resolutions and referral of complaints, grievances and misconduct cases. Facilitate processes to build capacity on Labour Relations in the department. Conduct advocacy and awareness campaigns on labour relations matters. Co-ordinate the development, review, and implementation of NSG policies, standard operating procedures, and strategies in accordance with specific relevant legislative prescripts. Provide advice and support to internal units on policy development and approval matters. Ensure compliance with relevant legislative frameworks, directives applicable to labour relations. Manage labour relations records and ensure records are captured, archived, and correctly recorded. Generic junior management functions: Planning, organise and reporting processes in the unit including preparation of inputs to the Directorate and departmental reports. Management of the activities of the section including performance and development of personnel within the unit.

ENQUIRIES : Ms Letty Raseroka Tel No: (012) 441 6626

POST 30/161 : **EDUCATION TRAINING & DEVELOPMENT PRACTITIONER SALARY LEVEL 8 REF NO: 13/2022**

SALARY : R321 543 per annum (Level 08), plus competitive benefits cost to company.
CENTRE : Pretoria
REQUIREMENTS : Bachelor's degree (NQF 7) 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 as assessor and moderator at relevant SETA. Minimum of 1 years' experience in facilitation of training to adult learners and the design of training material in a higher education institution. Experience and competence in ABET Training and ODET/DP Certificate or equivalent. Basic knowledge of a narrow range of study fields. Good understanding on the design and management of the process of developing course material and curriculum design. Ability to establish networks with training institutions. Ability to identify emerging issues to maintain practices by recommending and advising on development of training & development policies and procedures. Knowledge of the statutory framework in the Public Service. Good training facilitation skills. Good presentation skills. Coaching and mentoring skills. Excellent communication skills. Good interpersonal skills. Research and report writing skills. 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 PowerPoint and the design of presentations.

DUTIES : Conduct research on latest training trends and to improve professional knowledge. Research on determination of training needs, evaluation techniques and training aids. Consult with other training organisations in and outside the public service. Organise and provide training and assessment using a variety of methodologies. Facilitate on-line pre and post – course activities and facilitate on-line training programmes. Prepare learners and the learning environment for effective learning. Create strategies to encourage dialogue between all participants. Guide, support, advise and mentor learners. Maintain an effective and efficient records management system. Provide inputs on the development of training materials and learning aids, monitoring and evaluation of courses. Advise on updating existing training courses, learning aids, techniques, methods, approaches, and practices. Customise learning slides for target audience according to prescribed guidelines. 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.

ENQUIRIES : Mr Mpho Mugodo Tel No: (012) 441-6017

POST 30/162 : **SENIOR ADMINISTRATIVE OFFICER: OFFICE OF THE DEPUTY DIRECTOR-GENERAL REF NO: NSG 12/2022**

SALARY : R321 543 per annum (Level 08), plus competitive benefits
CENTRE : Pretoria

REQUIREMENTS : An appropriate 3-year Diploma or equivalent (NQF level 6) in office administration, business administration, public management, or any relevant qualification. Two to three years relevant experience in office administration. Experience, Skills, and Knowledge: Microsoft Office suite, especially Word, PowerPoint, and Excel. Virtual meetings (organize, host, record, transcript). Meetings management. Public service legislation, policies, prescripts, and procedures relevant to the job. Protocol, etiquette, and diplomacy. Competencies: Strong computer literacy. Strong oral and written communication skills. Strong interpersonal, writing, planning, and organizing skills. Basic programme and project management skills. Problem solving and analysis. Client orientation and customer focus. Presentation skills. Personal Attributes: High level of reliability. Client focused attitude. Keen attention to detail. Ability to work in a team. Trustworthy and honest and ability to maintain high levels of confidentiality. Good grooming and presentation. Willing to work long hours and outside working hours.

DUTIES : Administrative Services: Manage the diary of the DDG. Screen telephone calls and respond to inquiries efficiently. Provide secretariat services. Arrange meetings and events. Identify venues, invite role players, and organize refreshments. Compile attendance registers and agenda for meetings. Compile packs for meeting and distribute to relevant stakeholders. Take and compile minutes during meetings. Order and maintain stationery and equipment supplies. Make travel arrangements. Branch coordination: Communicate with clients, stakeholders and service providers to enhance service delivery. Convene branch/ management/ bilateral meetings, as determined by the DDG. Co-ordinate effective records management within the Branch and Office of the DDG, including filing, safekeeping and archiving. Compliance and Management Reporting: Manage Branch compliance calendar, obtain inputs, collate and compile reports such as progress, monthly and management reports and do quality checks. Plan, organize and control activities pertaining to the Office and prioritised programmes of the Branch. Source information which may be of importance to the Branch or the DDG such as newspaper and internet articles, circulars, reports, Cabinet and Parliamentary related documents. Quality check all documentation received before submission to the DDG. Prepare documentation such as letters, submissions, meeting briefing notes and reports as may be required by the DDG. Budget Administration: Management of the budget of the Branch and office, assist the DDG in determining funding requirements and procurement planning, maintain records of expenditure commitments, track branch expenditure and all related financial management functions.

ENQUIRIES : Ms Letty Raseroka Tel No: (012) 441 6626

POST 30/163 : **SENIOR ADMINISTRATIVE OFFICER: OFFICE OF THE CHIEF FINANCIAL OFFICER REF NO: NSG 14/2022**

SALARY : R321 543 per annum (Level 08), plus competitive benefits
CENTRE : Pretoria

REQUIREMENTS : An appropriate 3-year Diploma or equivalent (NQF level 6) in office administration, business administration, public management, or any relevant qualification. Two to three years relevant experience in office administration. Experience, Skills, and Knowledge: Microsoft Office suite, especially Word, PowerPoint, and Excel. Virtual meetings (organize, host, record, transcript). Meetings management. Public service legislation, policies, prescripts, and procedures relevant to the job. Protocol, etiquette, and diplomacy. Competencies: Strong computer literacy. Strong oral and written communication skills. Strong interpersonal, writing, planning, and organizing skills. Basic programme and project management skills. Problem solving and analysis. Client orientation and customer focus. Presentation skills. Personal Attributes: High level of reliability. Client focused attitude. Keen attention to detail. Ability to work in a team. Trustworthy and honest and ability to maintain high levels of confidentiality. Good grooming and presentation. Willing to work long hours and outside working hours.

DUTIES : Administrative Services: Manage the diary of the CFO. Screen telephone calls and respond to inquiries efficiently. Provide secretariat services. Arrange meetings and events. Identify venues, invite role players, and organize refreshments. Compile attendance registers and agenda for meetings. Compile packs for meeting and distribute to relevant stakeholders. Take and compile minutes during meetings. Order and maintain stationery and equipment supplies. Make travel arrangements. Branch coordination: Communicate with clients, stakeholders and service providers to enhance service delivery. Convene branch/ management/ bilateral meetings, as determined by the CFO. Co-ordinate effective records management within the Office of the CFO, including filing, safekeeping and archiving. Compliance and Management Reporting: Manage Branch compliance calendar, obtain inputs, collate and compile reports e.g. progress, monthly and management reports and do quality checks. Plan, organize and control activities pertaining to the Office and prioritised programmes of the Branch. Source information which may be of importance to the CFO such as newspaper and internet articles, circulars, reports, Cabinet and Parliamentary related documents. Quality check all documentation received before submission to the CFO. Prepare documentation such as letters, submissions, meeting briefing notes, reports as may be required by the CFO. Budget Administration: Management of the budget of the CFO, assist the CFO in determining funding requirements and procurement planning, maintain records of expenditure commitments, track branch expenditure and all related financial management functions.

ENQUIRIES : Ms Letty Raseroka Tel No: (012) 441 6626

POST 30/164 : **STATE ACCOUNTANT: OFFICE OF THE CHIEF FINANCIAL OFFICER REF NO: NSG 15/2022**

SALARY : R261 372 per annum (Level 07), plus competitive benefits
CENTRE : Pretoria

REQUIREMENTS : Relevant three year degree/Diploma in Financial Management/Accounting or equivalent plus one to two years relevant experience or Grade 12 or equivalent plus 6-10 years relevant experience Appropriate degree and/or equivalent (NQF level 6). Knowledge: Knowledge and understanding of Legislation including financial prescripts, PFMA and Treasury regulations etc. Knowledge of Financial systems such as BAS, PERSAL, LOGIS and others. Basic Knowledge of financial and administrative procedures of donor funding allocations. Good knowledge of policies governing the expenditure of voted and trading accounts. Competencies/ skills: Intermediate numeracy skills. Intermediate financial accounting skills. Basic literacy skills. Good verbal and written skills. Good interpersonal skills. Good analytical skills. Intermediate computer literacy. Client orientation and customer focus skills. Personal Attributes: Exhibit professional conduct. Responsible, Integrity, take initiative, reliable resilient, ability to work under pressure, work independently and in teams and respect other opinions.

DUTIES : Administer salary related issues as stipulated in the PFMA and Treasury Regulations. Verifying processing of invoices for consultants and contract employees. Pay personnel benefits on termination of services as per advice from HRM&D. Clearing of salary related suspense accounts on the system (PERSAL). Perform payroll management functions which entails amongst others distribution of monthly pay slips, reconciliation of payroll, etc. Compile and provide monthly reports on consultants and contract employees payments, expenditures, tax reconciliations, etc. Settlements of inter-departmental debts or claims. Reconcile creditors accounts. Capture transactions for payments, journals, allowances, deductions, and debts on the systems (BAS, LOGIS and PERSAL). Check, verify and capture claims (cellphones, subsistence and travel). Provide accurate and up to date information for the Interim and Annual Financial statements. Safe keep all financial records and face-value documents by maintaining efficient filing system. Provide accurate and up to date information, records and batches for audit purposes. Process and Issue petty cash. Create petty cash vouchers. Check receipts and refunds. Keep reports of transactions. Prepare weekly reconciliations for petty cash. Replenishment of the petty cash funds. Ensuring safekeeping of moneys received.

ENQUIRIES : Kindly contact Ms Letty Raseroka Tel No: (012) 441 6626 or Mr Mpho Mugodo, (012) 441-6017.

<u>POST 30/165</u>	:	<u>ADMINISTRATOR: LOGISTICS REF NO: NSG 16/2022</u>
<u>SALARY</u>	:	R211 713 per annum (Level 06), plus competitive benefits
<u>CENTRE</u>	:	Pretoria
<u>REQUIREMENTS</u>	:	Grade 12 or equivalent (NQF level 4) and national diploma in logistics, supply chain management, business administration or equivalent qualification. 1–2-year administrative experience. Knowledge: General knowledge of delivery of administrative/logistical support services. Knowledge of supply chain procedures and understanding of the public sector and a training environment will be advantageous. General knowledge of client relations. Knowledge of organisational financial management systems and organizational training management systems. Organisational procurement processes. Knowledge of the training cycle. Practical knowledge of MS Office. Competencies/skills: High level of communication skills. Strong organising/planning skills. Strong logical thinking. Basic project management. Strong interpersonal skills. Problem solving skills. Accuracy. Computer literacy. Personal Attributes: Systematic, self-driven and organized, Accurate, diligence, Dynamic, independent, flexible, Willingness to learn, keep up with trends, Possesses the ability to meet deadlines, Honest, responsible with a strong work ethic and integrity. A team player and ability to maintain high level of confidentiality.
<u>DUTIES</u>	:	Liaison with clients and service providers. Compilation of documents and updating of training records. Production and dispatching of learning/course material; Support the development and maintenance of financial control system to manage the cost of sales. 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 supply chain documents completed. Payment of service 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 training statistical reports. 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 Independent Individual Contractor (IIC') and courier and update such records daily.
<u>ENQUIRIES</u>	:	Mr Mpho Mugodo Tel No: (012) 441-6017
<u>POST 30/166</u>	:	<u>CONTACT CENTRE AGENT REF NO: NSG 17/2022 (X2 POSTS)</u>
<u>SALARY</u>	:	R211 713 per annum (Level 06), plus competitive benefits cost to company
<u>CENTRE</u>	:	Pretoria
<u>REQUIREMENTS</u>	:	Grade 12 or equivalent (NQF level 4) and three-year national diploma in contact centre management, customer service/frontline service, public management or equivalent qualification. Experience: 1-2 years' experience in a contact centre environment. Competencies/Skills: Good verbal and written communication skills. Proficient in relevant computer applications. Interpersonal skills. Customer Service experience. Problem solving skills. Problem analysis. Time management skills. Ability to always work efficiently and effectively. Knowledge: Good knowledge of client relations and contact centre environment. Understanding of the public sector. Good knowledge and understanding of the NSG to service the client effectively and efficiently. Computer literacy. Reasonable expertise in the field of contact center operations. Relevant product knowledge. Personal attributes: Adaptability. Team player. Self-driven. Attention to detail. Ability to deal with job stress as well as upset customers in a positive way. Problem solving skills. Ability to build positive rapport with different types of clients over the phone.
<u>DUTIES</u>	:	Attend to requests and nominations for training courses received from government departments and statutory bodies and generate quotations timeously according to the norms and standards. Provide customers with product and service information. Manage logistics such as creating case files for confirmed courses, maintenance of training calendar and manage postponements and cancellations. Maintain continuous engagement with clients ensuring ongoing support and assistance. Follow up customer calls

where necessary. Capture and record interaction details for reporting purposes. Investigate client complaints and provide solutions and feedback. Identify and escalate priority issues.

ENQUIRIES : Mr Mpho Mugodo Tel No: (012) 441-6017

POST 30/167 : **ADMINISTRATOR: CLIENT LIAISON REF NO: NSG 18/2022**

SALARY : R211 713 per annum (Level 06), plus competitive benefits

CENTRE : Pretoria

REQUIREMENTS : Grade 12 or equivalent (NQF level 4) and three year national diploma in contact centre management, customer/frontline service, public management or equivalent qualification. At least 1-2 years' experience in client service/communication. Knowledge: General knowledge on the delivery of administrative / logistical /secretarial / services. Administrative knowledge. Sufficient understanding of the NSG offerings to liaise with clients in this regard. Sufficient understanding of the public sector. Ability to record and report statistical information. Competencies/Skills: Good organisational skills. Good logistical and analytical thinker. Excellent interpersonal skills. Basic computer literacy in the MS Office Suite, Outlook, and internet application. Problem solving skills. The ability to work as part of a team. Excellent verbal and basic written communication skills. Excellent telephone etiquette. Personal Attributes: Systematic and organized. Accurate, attention to detail. Independent and flexible. Willingness to learn. Keep up with trends. Responsible. Professional with a strong work ethic. A team player. Self-driven and systematic innovative.

DUTIES : Provide efficient and friendly front desk customer relations service. Provide an efficient telephone service. Receive and screen calls and attend to basic enquiries and transfer calls to relevant extensions. Provide an efficient guest relations service. Receive visitors coming to the NSG for training, meetings or interviews and assist them to find intended venues and persons. Issue training delegate visitor cards. Provide visitors with relevant information such as marketing materials, brochures, and training calendars. Channel calls and inquiries for training courses to the contact centre. Receive and record hand-delivered documents including job applications and capture basic information for record purposes and submit to relevant unit. Receive hand delivered Portfolio of Evidence (POE's) from learners, record and submit to the relevant unit. Provide administrative office support, records, and daily statistics to supervisor. Management of parking for visitors. Maintain NSG telephone database and ensure effective and functioning telecommunication equipment.

ENQUIRIES : Mr Mpho Mugodo Tel No: (012) 441-6017

POST 30/168 : **ADMINISTRATOR: TRAINING SUPPORT REF NO: NSG 19/2022**

SALARY : R176 310 per annum (Level 05), plus competitive benefits

CENTRE : Pretoria

REQUIREMENTS : Grade 12 or equivalent (NQF level 4). Knowledge: Understanding the Public Finance Management Act prescripts, SAQA, NQF, PAJA and human resource development trends. Organisational financial management systems. Organisational training management systems. Organisational procurement processes. Office management. Knowledge of the training cycle. An understanding of requirements of accredited training programmes. Practical knowledge of MS Office. Competencies/ skills: Basic computer literacy skills. Problem solving skills as well as the ability to provide solutions to logistical problems. Planning and organizing skills, good communication skills. Good client relations and interpersonal skills. Ability to advise learners on course selections. Personal Attributes: accurate, attention to detail, dynamic and independent, flexible, willing to learn, ability to meet deadlines, honest with a strong work ethic, responsible and reliable. Competencies/Skills: Basic computer literacy skills. Problem solving skills as well as the ability to provide solutions to logistical problems. Planning and organizing skills, good communication skills. Good client relations and interpersonal skills. Ability to advise learners on course selections. Conflict management skills. Apply basic understanding of government protocol.

DUTIES : Render administrative and logistical support. Render administrative support to project teams. Maintain records in relation to curriculum materials as prescribed. Record keeping on updated training material of the stream. Facilitate the printing and packaging of learner materials for pilots and trainer

workshops. Update and maintain the shared folder of the Directorate. Liaise with internal and external stakeholders. Communicate with internal and external stakeholders regarding uptake of training programmes, courses, and workshops. Follow up and track progress of paid but not yet trained sessions. Update statistics on weekly basis for reporting. Keep up to date client engagement schedules and appointments for the Directorate.

ENQUIRIES

: Mr Mpho Mugodo Tel No: (012) 441-6017

POST 30/169

: **INFORMATION PROCESSING CLERK: OUTCOME AND IMPACTS: REF NO: NSG 20/2022**

**SALARY
CENTRE
REQUIREMENTS**

: R176 310 per annum (Level 05), plus competitive benefits
Pretoria

: Grade 12 or equivalent (NQF level 4) with computer typing as a subject. At least two years' experience in the relevant field plus experience in MS Office Suite and Access will be an added advantage Knowledge: Understanding of MS Office suite. Intermediate knowledge of MS Excel & Access. Data capturing Competencies/ skills: Intermediate Typing skills. Problem solving skill. Basic interpersonal skills. Computer literacy. Planning and Organising skills. Problem solving skills. Analytical thinking skills. Communication skills. Personal Attributes: Ability to work in a team, Helpfulness and politeness, Ability to work under stressful situations, Ability to communicate at all levels, highly motivated, Trustworthy, Punctuality, Assertiveness, Hard-working, Ability to work independently, Creative, Attention to details.

DUTIES

: Administer monitoring and evaluation (M&E) related data received in the chief directorate. Access and work on the M&E module on the NSG Training Management System in accordance with the timelines pertaining to the M&E tracking system. Ensure the efficient capturing of all Reaction Evaluation Questionnaires (REQ's) completed by participants and the Facilitator reports compiled by the facilitator at the end of every NSG training intervention. Process qualitative and quantitative data. Report to the Deputy Director: M&E regarding the flow of REQs and Facilitator Feedback Forms received for capturing. E-File soft copies of all REQs and Facilitator Feedback Forms after reports have been generated and maintain the e-filing system for all data forms received after NSG training interventions for audit purposes. Timeously provide copies of reports, REQs and Facilitator Feedback Forms on request by programme managers/coordinators, and for auditors. Sort reports for distribution to the responsible Chief Directorates or programme managers. Assist Director or Chief Director: M&E on specific queries regarding the capturing of the data or the reports that have been generated. Authentication of M&E related data received. Development of various M&E related reports.

ENQUIRIES

: Mr Mpho Mugodo Tel No: (012) 441-6017