

DEPARTMENT OF TRADE INDUSTRY AND COMPETITION

- APPLICATIONS** : can be submitted: Via e-mail to applications@thedtic.gov.za (Ref no. should appear in the subject line), by post to the Registry Office, The Department of Trade Industry and Competition, Private Bag x84, Pretoria, 0001; Hand-delivered to the dtic Campus, corner of Meintjies and Robert Sobukwe Streets, Sunnyside, Pretoria.
- CLOSING DATE** : 19 December 2022
- NOTE** : The application must include only completed and signed new Form Z83, obtainable from any Public Service Department or on the internet at www.gov.za, and a detailed Curriculum Vitae. Certified copies of qualifications and Identity Document or any other relevant documents are to be submitted by only shortlisted candidates to HR on or before the day of the interview date. The dtic is an equal opportunity affirmative action employer. Shortlisted candidates will be subjected to a technical exercise and the selection panel for the SMS position will further recommend candidates to attend a generic managerial competency-based assessment. The Senior Management Pre-Entry Programme (Nyukela Programme) as endorsed by the National School of Government (NSG) must be completed before an appointment can be considered. The course is available at the NSG under the name Certificate for entry into the SMS and the full details can be sourced by the following link: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme>. No appointment will take place without the successful completion of the pre-entry certificate and submission of proof thereof. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Applications received after the closing date will not be considered. Background verification, social media checks, and security vetting will form part of the selection process and successful candidates will be subjected to security vetting. Correspondence will be limited to shortlisted candidates only. If you have not been contacted within 3 months of the closing date of this advertisement, please accept that your application was unsuccessful. The dtic reserves the right not to fill any advertised position(s).

MANAGEMENT ECHELON

- POST 46/289** : **EXECUTIVE MANAGER: COMPLIANCE REF NO: SID&ETB-066**
Overview: To provide strategic leadership on compliance, advocacy, education & awareness and verification functions.
- SALARY CENTRE REQUIREMENTS** : R1 308 051 per annum (Level 14), (all-inclusive remuneration package)
: Pretoria
: An undergraduate qualification (NQF Level 7) in Public Administration or Business Management/Social Science/Legal. 5 years' relevant senior managerial experience. Strategic management; leadership; analytical; verbal & written communication; project management; negotiation; time management; conflict management; Financial management, presentation and report writing; Knowledge of the Constitution, PFMA, National Treasury Regulations and B-BBEE Act will be an added advantage. Skills/Knowledge: Strategic management; leadership; analytical; verbal & written communication; project management; negotiation; time management; conflict management; Financial management, presentation and report writing; Knowledge of the Constitution, PFMA, National Treasury Regulations and B-BBEE Act will be an added advantage.
- DUTIES** : Provide strategic leadership on the management of advocacy, education and awareness functions: Provide strategic leadership on the development and implementation of advocacy and capacity building policies, strategies and plans. Provide strategic leadership on the management of partnerships, advocacy and networking within the Commission and regulatory agencies. Provide strategic leadership on the education and awareness sessions to ensure compliance with the B-BBEE legislation. Provide strategic leadership on the rollout of interventions to rural and other marginalised areas. Provide strategic leadership on the advocacy, education and awareness programmes, monitoring and evaluation thereof. Provide strategic leadership in ensuring that expanded outreach and feedback mechanisms are in place. Provide strategic leadership on the compilation/publication and distribution of information

brochures. Provide strategic leadership on the management of compliance monitoring and evaluation functions. Ensure development of a compliance strategy. Provide strategic leadership on the management of legislative compliance. Provide strategic leadership on the management of compliance incentives. Monitor the detection and development of interventions for compliance gaps. Provide strategic leadership on the registration and analysis of B-BBEE transactions. Provide strategic leadership on the receipt and analysis of compliance reports. Provide strategic leadership on the monitoring of compliance trends. Provide strategic leadership on the issuing of advisory opinions, guidelines and practice notes. Provide strategic leadership on the provision of client contact centre services and ensure its efficiency. Ensure establishment and resourcing of the Client Contact Centre. Oversee the provision of efficient client interface and feedback mechanism. Ensure the development and monitoring of service delivery standards. Ensure encouragement of client comments and the monitoring thereof. Take prompt corrective measures to enforce “in-time” client response. Provide strategic leadership on the implementation of verification processes. Provide strategic leadership on the development of verification policies, systems, processes and procedures. Provide strategic leadership on the conducting of verification inspections. Provide strategic leadership on the provision of recommendations for corrective measures against verification practitioners. Ensure that penalties are imposed on non-compliant verification practitioners. Present report on trends to the Management Committee. Manage and account for the resources of the division. Manage the human resources of the Division. Manage the financial resources in terms of the provisions of the PFMA. Ensure accountability for allocated assets. Develop and manage strategic planning, monitor and evaluate risk plan for the division.

ENQUIRIES : Should you have enquiries or experience any problem submitting your application contact the Recruitment Office on Tel No: 012 394 1809/1835

POST 46/290 : **SENIOR MANAGER – COMPLAINTS HANDLING REF NO: SID&ETB-106**
 Overview: To manage the development, maintenance of the complaints handling system, procedures and processes and report on complaints trends.

SALARY CENTRE REQUIREMENTS : R1 105 383 per annum (Level 13), (all-inclusive remuneration package)
 : Pretoria
 : An undergraduate qualification (NQF Level 7) in Public Administration or Business Administration / Social Science / Economic Science / Law. 5 years’ relevant middle/senior managerial experience. Experience in complaints handling and resolution will be an added advantage Skills/Knowledge: Leadership; analytical; verbal & written communication; project management; complaints handling, dispute resolution; negotiation; time management; conflict management; Financial Management, presentation and report writing. Knowledge of the Constitution, PFMA, National Treasury Regulations, B-BBEE Act; will be an added advantage.

DUTIES : Manage the development, maintenance and provision of complaints handling system, procedures and processes: Manage the development, maintenance and provision of complaints handling system, fast track procedures and processes. Manage the review of the complaints handling system to achieve efficiency of the sub division. Monitor the implementation, maintenance and use of the complaints handling system. Ensure professionalism and confidentiality in the administering of the complaints handling procedures and processes. Evaluate the success of the complaints handling system and report thereon. Facilitate the creation of a complaints database and tracking system: Facilitate the creation of a database and tracking system of all complaints. Establish and determine reasonable turnaround times for dealing with complaints. Monitor and report on compliance within the stipulated turnaround times. Ensure that clients are informed of the reference numbers allocated to their complaints as well as progress regarding their complaints. Manage the screening and analysis of complaints: Develop a methodology for the screening and analysis of complaints. Ensure the correct categorisation of complaints. Ensure the correct identification of complaints for investigations. Co-ordinate the identification, recording and referral of complaints to other enforcement institutions. Facilitate the identification and assessment of complaints for referral to higher authorities for direction. Manage alternative dispute resolution processes: Manage development of mechanisms and timelines to identify complaints that can be resolved through alternative dispute

resolution processes. Ensure guidelines are developed and followed when resolving complaints through alternative dispute resolution processes. Ensure consistency in the application of alternative dispute resolution processes. Report on the number and nature of complaints resolved through alternative dispute resolution processes. Unit management: Management of financial resources and assets of the unit. Manage staff/ personnel. Manage the strategic planning of the unit and the execution of the operational plan.

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POST 46/291 : **DIRECTOR – EXPORT DEVELOPMENT REF NO: EDP&OIB - 098**
 Overview: Manage Exporter Development Programme characterized by the following pillars: Cultivating an export culture in South Africa through, amongst other activities, the national outreach campaigns and awareness workshops. The provision of national trade information services and advice underpinned by an export helpdesk, an export and investment tool and a trade lead management system. Capacitating enterprises to be export ready through the Global Exporter Passport Programme. Special projects such as developing new export networks and other initiatives to facilitate implementation of dtic Annual Performance Plan (APP) targets. Leadership and stakeholder engagement to drive the successful implementation of the NEDP and support broader exporter development.

SALARY CENTRE REQUIREMENTS : R1 105 383 per annum (Level 13), (all-inclusive remuneration package)
 : Pretoria
 : An undergraduate qualification (NQF Level 7) in Business Management / Investment / Finance /Economics / Marketing. 5 year's relevant middle/senior managerial experience in the Industry / Marketing / Finance or Export Development environment. Skills/Knowledge: Experience in organisational strategic planning, performance and financial management, research and planning. Experience in the Export Development and Export Promotion environment. Experience in performance management, stakeholder management, people management, project management, strategic capability and leadership. Research and analytical skills, presentation skills, communication skills (verbal and written), interpersonal skills, planning and organising skills, mentoring and coaching. Sound Knowledge of the South African economy and the global economic environment. Knowledge of the relevant economic sectors as defined by the National Development Plan, Industrial Policy Action Plan, New Growth Path, Integrated National Export Strategy and National Exporter Development Programme. Knowledge and understanding of Public Service Regulations, Public Service Act, Public Finance Management Act and Treasury Regulations. Knowledge and understanding of monitoring and evaluation methodologies, tools and techniques. Knowledge and understanding of key legislation applicable to public entities and the dtic. Willing to travel locally and international, and be able to work overtime as and when required. Proficient in MS Packages.

DUTIES : National Trade Information System and Export Awareness: Management of Trade Opportunities. Management of Export Help Desk. Facilitation of the Roll Out of the Export Help Desk in the Provinces. Provision of Inputs and Management of Export and Investment Tool. Exporter Development Initiatives: Periodic Review of the Implementation of the key pillars of the National Exporter Development Programme (NEDP). Management of Export Awareness Initiatives and Outreach Programmes. Capacity Building, Export Training underpinned by Global Exporter Passport Programme (GEPP). Manage the development of Mentorship Programmes and the Implementation thereof. Special Projects: Provide ad hoc support to the office of the Deputy Director-General and others on an ongoing basis. Identify, initiate and implement projects that offer new ways to support the development of exporters in order to contribute to the growth and diversification of South Africa's exports. Identify, initiate and implement projects that support implementation of the Branch Annual Performance Plan (APP). Stakeholder Management and Advocacy: Stakeholder Engagement. Management of export formations including Export Networks, Export Councils, Joint Action Groups, Industry Associations and Export Fora and Clubs. Export Development Value Chain (Local & International Stakeholders) partner management. Facilitate the Establishment of Export Networks. Performance Monitoring and Evaluation

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POST 46/292 : **DIRECTOR – INTERNATIONAL OPERATIONS REF NO: EDP&OIB - 036**
Overview: To oversee and support international incoming and outgoing programmes in support of multi-sectoral export and outward investment programmes.

SALARY : R1 105 383 per annum, (Level 13), (all-inclusive remuneration package)
CENTRE : Pretoria
REQUIREMENTS : An undergraduate qualification (NQF Level 7) in Economics, Public Administration and / or International Relations. 5 year's relevant middle/senior managerial experience in an International Operations environment. Skills/Knowledge: Knowledge and understanding of Public Service Regulations, Public Service Act, Treasury Regulations and Public Finance Management Act. Willingness to travel domestically and internationally, and to work overtime as and when required. Knowledge and understanding of Public Service Regulations, Public Service Act, Public Finance Management Act and Treasury Regulations. Knowledge and understanding of monitoring and evaluation methodologies, tools and techniques. Knowledge and understanding of key legislation applicable to public entities and the dtic. Willing to travel locally and international, and be able to work overtime as and when required. Proficient in MS Packages.

DUTIES : Develop international geographic and sectoral-based export and outward programmes: Develop geographic and sectoral plans to support incoming and outgoing export and outward investment programmes. Provide economic guidance and counselling on geographic and sectoral trade knowledge and experience. Develop export analysis and indicators for the African Region and the Rest of the World. Stakeholder Management: Support multilateral and bilateral business engagements by identifying business delegations for high-level events. Facilitating business forums and other engagements that support the growth and diversification of South Africa's exports and outward investments. Engage and coordinate with key dtic Branches, dtic entities, as well as government and business stakeholders on implementation of export and outward investment projects and events. Strategy Management of the Division: Building frameworks and developing plans – help take a business objective or goal and break it down into a cohesive plan – identify specific areas of opportunity through analysis, understand the drivers behind them, set metrics to focus on, and layout goals and milestones for the division. Structuring actionable solutions – take different drivers from a plan and develop action items that can be executed. Driving and measuring results – analyse findings and results, measure impact, and remove any roadblocks with new actions or alterations that are necessary. Business Process: Develop appropriate tools, research and projects that support the work of the branch. Develop presentations and present on export and outward investment projects and initiatives, including related to the Branch Annual Performance Plan (APP). Oversee local and international requests and questions received related to key work areas of the Branch, including responding to Parliament and Cabinet. Special Projects: Provide ad hoc support to the office of the Deputy Director-General and others on an ongoing basis. Identify, initiate and implement projects that offer new ways to support the growth and diversification of South Africa's exports. Identify, initiate and implement projects that support implementation of the Branch Annual Performance Plan (APP). Directorate Management: Monitor financial resources and assets of the business unit. Provide inputs into the strategic planning of the Branch and execution of the operational plan.

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OTHER POST

POST 46/293 : **DEPUTY DIRECTOR: SERVICES INDUSTRIES REF NO: IIAF&A-008**
Overview: To manage the provision of an investment promotion service in the Services Industries (Business Processes Outsourcing, Tourism and Creative).

SALARY : R908 502 per annum, (Level 12), (all-inclusive remuneration package)
CENTRE : Pretoria

- REQUIREMENTS** : A three-year National Diploma / Bachelor's Degree in Business Management / Investment / Finance / Economics / Marketing. 3 - 5 year's relevant managerial experience in an Investment Promotion environment. Skills/Knowledge: Experience in the developing investment recruitment strategy, policy formulation and implementation. Experience in local and foreign investment. Experience in investment promotion and marketing. Experience in conducting research and analysis. Experience in reporting, risk management, stakeholder management, people management, financial management, project management, strategic capability and leadership. Communication skills (verbal & written), research and analytical skills, negotiation skills, project management skills, interpersonal skills, planning and organising skills & time management skills, mentoring and coaching. Knowledge and understanding of Public Service Regulations, Public Service Act, Public Finance Management Act and Treasury Regulations. Knowledge and understanding of key legislation applicable to public entities and the dtic .Proficient in MS Packages.
- DUTIES** : Recruitment of local and foreign investment into the Services Industries: Ensure the development of investment recruitment- strategy and plans for the Sector. Participate on the implementation of investment promotion and recruitment programmes. Manage the inward and outward missions. Manage the investor's projects database. Attraction, retention and expansion of investment in South Africa: Analyse companies' investment proposals and business plans. Manage the development of a business case for companies to invest in South Africa. Analyse and identify potential investors. Manage the provision of information to investors viz. Incentives, market opportunities, dynamics, and the Government's Industrial Policy Plans. Manage and execute the investment cycle in term of investor targeting, lead generation and investment marketing. Lead generation and investment marketing: Manage the development and execution of the investment-marketing plan. Coordinate investors' visits to South Africa. Manage the conversion of leads into projects. Tracking of foreign direct investment (FDI) flows and prospects. Identification, packaging and promoting of major investment projects: Determine and collate investment projects .Manage the packaging and promotion of investment projects for local and foreign investment conferences, pavilions, and targeted outward investment missions. Attend, participate and ensure follow-up on one-on-one meetings. Manage the packaging of investment products to potential investors. Manage the development of marketing materials such as customised inputs, presentations, briefing documents and speeches. Manage the development of value propositions for the sectors and analyse trends on the sectors. Risk Management: Mitigate and report on financial and operational risk. Identify and mitigate business economic risk. Stakeholder Management: Manage stakeholder relations and ensure maintenance of relations within the public, private sectors and industry organisations. Manage the development of strong partnerships and communication with stakeholders. Attend and report on bi-national commissions, joint ministerial commissions and state visits. Customer Relations Management: Manage the development of a customer relationship management system (CRM), maintain and update investment pipeline. Manage investment enquiries and leads generation. Determine and obtain group or individual target investors for a specific incentive. Attend and follow-up on investors' meetings to determine investment goals or to discuss investment strategies and plans. Follow-up on regulatory inquiries to the Chief Directorate: Investment Facilitation. Reporting: Provide inputs into the quarterly and annual reports, business plans and targets. Compile reports on investment meetings and visits. Manage the updating of the investment pipeline.
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