

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** : Applications can be submitted by email to the relevant email address indicated for each post and by quoting the relevant reference number provided on the subject line or hand delivery at ZK Matthews Building, 70 Meintjies Street, Sunnyside, Pretoria or use postal address: The Principal: National School of Government, Private Bag X759, Pretoria, 0001. Applicants are encouraged to apply via the e-recruitment system.
- FOR ATTENTION** : Mr Mpho Mugodo Tel No: (012) 441 6017 or Ms Nthabiseng Fuma Tel No: (012) 441-6011.
- CLOSING DATE** : 31 May 2024
- NOTE** : Applications must consist of: A fully completed and signed new Z83 form with a comprehensive CV containing contactable references. Use of the old Z83 Form will result in disqualification. Candidates should not attach the certified documents to the application. Only shortlisted candidates will be required to submit certified documents on or before the day of the interview. The relevant reference number must be written on the application form. Foreign qualifications must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). Shortlisted candidates will 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 that do not comply with the above-mentioned requirements as well as applications that are received late, will not be considered. 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. 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 where applicable to disclose particulars of all registrable financial interests within a month. 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 appointment of the SMS posts. Enrolment for the course should be made on the NSG's website at <https://www.thensg.gov.za/training-course/sms-pre-entry-programme>

MANAGEMENT ECHELON

- POST 17/03** : **DIRECTOR: LEGAL SERVICES REF NO: NSG 01/2024**
Job purpose: To manage and facilitate legal advice and support to the National School of Government towards legal compliance, mitigating legal risks and fulfilling its mandate.
- SALARY** : R1 162 200 per annum (Level 13), an inclusive remuneration package
- CENTRE** : Pretoria
- REQUIREMENTS** : An LLB degree (NQF 8) or a Bachelor's degree (NQF level 7) in the field of Law. A Master's degree will be an added advantage. Admission as an Attorney or Advocate of the High Court. The job holder will be subjected to a security vetting process, the clearance level of which will be determined. Successful completion of the Senior Management Pre-Entry Programme (Nyukela). Experience Five years of experience at a middle/senior managerial level in the legal field. Knowledge: Specialisation, knowledge and experience in contract law, labour law, corporate law, administrative law, intellectual property law and

constitutional law. Knowledge and experience of regulatory compliance, litigation, and dispute resolution. Expert knowledge in drafting, reviewing, and negotiating contracts and agreements with clients, vendors, partners, and other stakeholder. Expert knowledge in legislative drafting. Expert knowledge of civil litigation procedures, case management techniques, and legal strategies for defending the organisation against legal claims and disputes. Knowledge and understanding of the Constitution and public service legislation, including the Public Administration Management Act, Public Service Act, Municipal Systems Act, Skills Development Act, Public/Municipal Finance Management Acts and Treasury Regulations. Understanding applicable laws, regulations, and industry standards governing education and public administration, including compliance requirements related to data privacy, intellectual property, capacity-building regulations, and compliance reporting Batho-Pele principles. Skills: Excellent written and verbal communication skills are essential for conveying complex legal concepts clearly and effectively to various stakeholders, including executives, employees, clients, and external legal counsel. Strong analytical skills are necessary for assessing legal risks, evaluating potential legal issues, and developing strategic solutions to mitigate risks and achieve business objectives. The capacity to identify legal problems, develop creative and practical solutions, and make sound decisions under pressure. The ability to align legal strategies with the NSG's overall business goals and objectives while anticipating future legal challenges and opportunities. Proficiency in negotiating and drafting contracts, agreements, and settlements and resolving disputes and conflicts to protect the NSG's interests. A commitment to upholding the highest ethical standards and maintaining confidentiality in all legal matters. Digital skills to work in environments with digital systems, management, and reporting tools. Advanced computer skills. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying with current trends. Ability to multi-task and organise, prioritise, and follow multiple projects and tasks through to completion with attention to detail. Ability to work independently while contributing to a team environment. Ability to analyse problems, identify solutions, take appropriate action, and resolve conflicts using independent judgment and decision-making. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail-oriented; creative and innovative; ability to work under pressure. Travel and work extended hours when required.

DUTIES

: The incumbent will be responsible for the following Key Results Areas: Provide legal advice and support to the NSG on applying and complying with legislation, institutional NSG policies, strategies, directives, and delegated authority to ensure legal compliance. Manage the legislative drafting processes, including new legislation and amendments to existing legislation. Develop and implement institutional policies, procedures, and guidelines to ensure legal advisory services and support. Conduct advocacy and train the NSG employees on matters such as legal compliance. Identify potential legal threats and risks in the NSG and develop mitigating strategies or plans. Manage the drafting and vetting of contracts, memoranda of understanding (MOUs), service level agreements (SLAs), and partnership agreements. Develop and implement an institutional contracts management lifecycle, from negotiation and creation to expiration. Conduct thorough legal analysis to assess the implications of contract terms, conditions, and risks. Manage the engagements with contracting parties to clarify issues and negotiate terms of contracts. Provide advice and guidance on contract amendments or addendums in line with legal prescripts. Conduct advocacy and train the NSG employees on contract management. Provide litigation support, including compiling court records, attending consultations with legal counsel, court hearings, and alternative dispute resolution assistance. Manage the engagements with legal counsel for the litigation, including monitoring legal costs and expenses. Prepare legal arguments and provide evidence supporting the NSG's position for court proceedings, including hearings, motions, and trials. Prepare submissions to brief and advise the Minister and the NSG Executive. Assess potential legal claims or threats of litigation against the NSG and determine liability for losses and damages to state property. Facilitate the implementation of POPIA, PAJA and PAIA and other related legal prescripts. Manage the legal compliance of all policies, directives, memoranda of understanding (MOUs), service level agreements (SLAs), partnership

agreements and contracts. Develop and implement systems and processes to monitor legal compliance in the NSG. Conduct regular assessments and reviews to identify non-compliance issues and areas of improvement and take appropriate corrective actions. Manage the resources (people, finance, systems, assets) allocated within the directorate. Implement operations management within the directorate, including determination of service standards, standard operating procedures, business process management, total quality management and digital transformation. Develop appropriate strategies and plans for achieving performance targets and directorate requirements, including quarterly performance reporting. Identify and manage strategic and operational risks within the directorate and mitigation plans, including business continuity plans. Manage a team of employees expected to accomplish assigned duties efficiently, effectively, and competently and strive for improvement and excellence in all work. Manage the budget allocated to the directorate, including expenditure reporting and forecasting.

- ENQUIRIES** : Mpho Mugodo Tel No: (012) 441 6017
APPLICATIONS : E-mail to Recruitment.MMSSMS@thensg.gov.za or hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.
- NOTE** : Preference will be given to African Females, Youth, African Males and Coloured Males and people with disability in accordance with our employment equity requirements.

OTHER POSTS

- POST 17/04** : **DEPUTY DIRECTOR: ACCREDITATION MANAGEMENT REF NO: NSG 02/2024**

- SALARY** : R849 702 per annum (Level 11), An inclusive remuneration package commencing.

- CENTRE** : Pretoria
- REQUIREMENTS** : A minimum bachelor's degree or equivalent (NQF level 7) in education or quality management. Registration with a relevant professional body will also be an added advantage. The job holder will be subjected to a security vetting process, the clearance level of which will be determined. Experience: At least five years of relevant experience, of which three years must be managing or supervising in an accreditation environment. Proven experience in accreditation, mainly supporting ETD programmes. Knowledge: Good knowledge of and experience in institutional and programme accreditation. Understanding of implementing the QCTO and CHE policies and procedures for programme accreditation and institutional audits/ accreditation. Demonstrate an understanding and implementation of the DHET PQM requirements and SAQA policy and criteria for registering qualifications on the NQF. In-depth understanding of the National Qualifications Framework Act, NQF Level Descriptors, National RPL Policy, HEQSF and QQSF Policy and the Skills Development Act. Knowledge of decolonising, transformational and participatory pedagogies. Knowledge of ETD landscape and capacity building needs. Knowledge and understanding of the Constitution of the Republic of South Africa and public sector legislation (including the Public Service Act, Public Administration Management Act, Skills Development Act, and Public Finance Management Act). Knowledge of project management cycle, methodologies, and tools. Competencies: Proven advanced writing skills, proofreading, editing, and overwriting skills, including report writing, submissions and articles. Digital skills to work in environments with digital systems, management, and reporting tools. Good conflict management skills. Advanced computer skills. Creative and analytical skills. Project management skills. Personal Attributes: Participate in professional development growth activities to maintain professional knowledge and stay current with quality assurance and accreditation trends. Ability to multi-task and organise, prioritise, and follow multiple projects and tasks through to completion with attention to detail. Ability to work independently while contributing to a team environment. Ability to analyse problems, identify solutions, take appropriate action, and resolve conflicts using independent judgment and decision-making. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail-oriented; creative and innovative; ability to work under pressure. Travel and work extended hours when required.

DUTIES

: Facilitate consultation with internal and external stakeholders related to institutional accreditation processes. Identify occupational qualifications, part-qualifications and skills programmes from Quality Council for Trades and Occupation (QCTO) and the Council on Higher Education (CHE) lists that the NSG intends seeking accreditation against. Coordinate with relevant internal stakeholders to ensure that the NSG has sufficient capacity and capability of ETD practitioners to deliver on selected occupational qualifications, part-qualifications and skills programmes. Collect, secure evidence to support accreditation and submit to QCTO and CHE. Compile regular reports to external and internal stakeholders through the correct channels. Implement the accreditation process, including gathering data, preparing documentation, and coordinating site visits by accrediting agencies. Implement the standards set by the QCTO and the CHE for institutional accreditation (including assessment centres) for all qualifications, part-qualifications, and skills programmes in the Occupational Qualifications Sub-framework (OQSF). Support project and reference teams to manage and sustain institutional accreditation processes. Collect and analyse NSG performance and outcomes data to demonstrate compliance with accreditation standards. Implement the specific accreditation standards and requirements for the NSG and monitor changes and new developments related to institutional accreditation. Implement the management protocol of the HEQC/HEQSF online registration in line with DHET PQM clearance. Prepare and submit quality institution applications for the accreditation of programmes and ensure compliance with the Professional or Statutory Body's accreditation standards. Support the management of the database and Programme Qualifications Mix (PQM) as approved, accredited, and qualifications registered on the NQF, and ensure the maintenance and updating. Network and collaborate with all internal business units and relevant stakeholders to ensure mutually beneficial relationships that serve the interests of the NSG. Participate in relevant internal curriculum and quality assurance committee structures. Participate in domestic and global partnerships with HEIs and other institutions to undertake joint design and accreditation processes. Manage the resources (people, finance, systems, assets) allocated within the sub-directorate. Implement operations management within the sub-directorate, including determination of service standards, standard operating procedures, business process management, total quality management and digital transformation. Develop appropriate strategies and plans for achieving performance targets and sub-directorate requirements, including quarterly performance reporting. Identify and manage strategic and operational risks within the sub-directorate and mitigation plans, including business continuity plans. Manage the human resources expected to accomplish assigned duties efficiently, effectively, and competently and strive for improvement and excellence in all work.

ENQUIRIES

: Mpho Mugodo Tel No: (012) 441 6017

APPLICATIONS

: E-mail at Recruitment.MMS1@thensg.gov.za or hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or postal to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, Coloured Females, Coloured Males, Indian Females and people with disability in accordance with our employment equity requirements.

POST 17/05

: **ASSISTANT DIRECTOR: HUMAN RESOURCE MANAGEMENT REF NO: NSG 03/2024**

SALARY

: R444 036 per annum (Level 09), plus competitive benefits cost to company.

CENTRE

: Pretoria

REQUIREMENTS

: A recognised National Diploma (NQF 6), Bachelor's Degree or equivalent (NQF level 7) in Human Resource Management, Human Resource Development and Public Administration. Certificate on PERSAL administration, PERSAL leave and PERSAL Establishment. Minimum of three (3) years in Human Resource Administration experience, including supervisory experience. Knowledge: Good understanding of the public sector, relevant policies, and applicable legislative frameworks (including but not limited to: Public Service Act; Public Administration and Management Act; Public Service Regulatory Frameworks). Strategy development, analysis, and implementation. Advanced computer literacy, including excellent working knowledge of MS Office suite and relevant software for data analysis. Knowledge on assessing the effects of projects, applying new developments

and innovation. Batho Pele Principles. Competencies/skills. Strong interpersonal skills. Problem solving skills. Research and analysis techniques. Proficiency in communication and presentation skills. Excellent project, time, and people management skills. Proposal and report writing skills. Excellent organising and planning skills. Computer literacy in Microsoft Office Suite. Digital skills. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying current with HRM business solutions trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Ability to analyze problems, identify solutions and take appropriate action, resolve conflicts using independent judgment and decision-making processes. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Travel and work extended hours.

DUTIES

: Implement Human Resource Administration and related policies, directives, and frameworks for the NSG. Implement Human Resource Administration governance framework and strategy for the NSG. Monitor standards and guidelines for Human Resource Administration (such as quality and integrity). Support research towards Human Resource Administration practices. Manage the alignment of data and information management to knowledge management. Manage compliance reporting relating to Human Resource Management. Validate the correctness of application for Employment database against the applications and register. Prepare for shortlisting and interviews for filling of posts. Prepare and submit form(s) for suitability check and verification of qualifications. Compile submissions for approval after interviews have been concluded. Communicate the appointment letters to the successful candidates and regret letter to the unsuccessful candidates. Inform the relevant managers about the appointment of the successful candidates. Co-ordinate conditions of service which are service benefits that include Leave, Housing, Medical, Injury on Duty, Terminations, Long Service Recognition, overtime, relocation, Pension, Allowances). Approve all Human Resource and Recruitment transactions on PERSAL captured by the Human Resource Practitioners. Draw and submit relevant statistical reports in relation to Human Resource Transactions and Recruitment matters. Check and correct Human Resource information and distribution process by Human Resource Practitioners. Assist in collecting and providing data to be used on reports that are provided monthly, quarterly, and annually on HRM. Support the provision of accurate HR information for statutory reports, i.e., HR plan, quarterly reports and annual report. Provide support on reporting on all HRM interventions which entail compliance with Human Resource prescripts, compliance calendar, satisfying audit requirements. Attend to Human Resource Transactions and Recruitment audit queries. Provide secretariat support in shortlisting and job interviews within the NSG. Manage allocated resources (people, finance, systems, assets, contracts) within the sub directorate. Implement operations management within the sub directorate, including service standards, standard operating procedures, business process management, total quality management and digital transformation. Identify and manage operational risks within the sub-directorate, as well as mitigation plans, including business continuity plans.

**ENQUIRIES
APPLICATIONS**

: Nthabiseng Fuma Tel No: (012) 441 6011
 : E-mail to Recruitment.MM1@thensg.gov.za or hand deliver at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

POST 17/06

: **ASSISTANT DIRECTOR: HUMAN RESOURCE DEVELOPMENT REF NO: NSG 04/2024**

**SALARY
CENTRE
REQUIREMENTS**

: R444 036 per annum (Level 09), plus competitive benefits cost to company.
 : Pretoria
 : A recognised National Diploma (NQF6), Bachelor's degree or equivalent (NQF level 7) in Human Resource Management, Human Resource Development or Public Administration. Certificate on PERSAL administration. Minimum of three (3) years relevant HRD and PMDS experience, including supervisory experience. Experience to include bursary management, skills development, and performance management. Knowledge: Knowledge of and experience in

human resource development and performance management and development systems. In-depth knowledge of public sector landscape and capacity building needs. Knowledge and understanding of the Constitution of the Republic of South Africa and public sector legislation (including Public Service Act, Public Administration Management Act, Public Finance Management Act, Public Service Regulations). Strategy development, analysis, and implementation. Advanced computer literacy, including excellent working knowledge of MS Office suite and relevant software for data analysis. Vulindlela, PERSAL and HR Information Systems. Batho Pele Principles. Competencies/skills. Strong interpersonal skills. Problem solving skills. Research and analysis techniques. Excellent organising and planning skills. Computer literacy in Microsoft Office Suite and other relevant solutions. Proven writing skills, including report writing, submissions and articles. Digital skills to work in digital environments with digital systems, management and reporting tools. Good conflict management skills Creative and analytical skills Creative and analytical skills. Personal Attributes: Participate in professional development growth activities. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Ability to analyze problems, identify solutions and take appropriate action, resolve conflicts using independent judgment and decision-making processes. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Willingness work extended hours, as and when required.

DUTIES

: Implement and monitor Human Resource Development and Performance Management Development System (HRD and PMDS) related policies, standard operating procedures, directives, and frameworks for the NSG. Support the development and implementation of the Human Resource Development (HRD) Strategy for the NSG. Monitor the implementation of HRD standards, practices, and guidelines. Manage HRD and PMDS compliance reporting in line with policies and frameworks. Undertake research and benchmarking of new HRD and PMDS practices and methodologies. Perform the functions of a Skills Development Facilitator (SDF), coordinate the implementation of skills audit process and training needs analysis, and develop Workplace Skills Plan (WSP). Facilitate and coordinate bursary administration and management, including providing secretariat support to the Bursary Committee and the management of 1% training budget on behalf of branches. Coordinate the annual bursary cycle, including the determination of bursary priorities and alignment of training opportunities with individual requirements. Assist in expression of interest for SETA funding. Provide technical support, advice and manage the processes related to the enrolment and completion of skills development programmes. Facilitate onboarding, orientation and induction of NSG employees in line with NSG policies and the National Framework towards Professionalisation of the Public Sector. Develop and maintain a database for HRD training programmes, including bursary management and the monitoring of the utilization of budget allocation. Implement and maintain an effective performance management and development system (PMDS) for the NSG. Maintain a database for reporting on all PMDS interventions which entail compliance with policies, guidelines as well as audit requirements. Provide technical support, advice and manage the processes related to probationary periods, bi-annual and annual assessment processes. Undertake advocacy and awareness on PMDS to NSG employees. Perform secretarial functions in the moderation committees for salary levels 1-12. Manage the HRD and PMDS information functions on PERSAL, including capturing and approval of transactions. Support continuous transformation, shaping processes and culture to assist the NSG improve its capacity for change. Manage and implement digital HRD functions, including paperless practices, automating HRD, PMDS and self-service functions Undertake HRD analytics, including workforce and behavioural practices, future skills need to inform decision making and strategic choices. Manage the resources (people, finance, systems, assets) allocated within the sub-directorate. Implement operations management within the sub-directorate, including determination of service standards, standard operating procedures, business process management, total quality management and digital transformation. Develop appropriate strategies and plans for the achievement of performance targets and sub-directorate requirements, including quarterly performance reporting.

Identify and manage strategic and operational risks within the sub-directorate, as well as mitigation plans, including business continuity plans. Manage employees, who are expected to accomplish assigned duties in an efficient, effective, and competent manner and to strive for improvement and excellence in all work performed.

**ENQUIRIES
APPLICATIONS**

: Nthabiseng Fuma Tel No: (012) 441 6108
: E-mail to Recruitment.MM3@thensg.gov.za or hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

POST 17/07

: **ASSISTANT DIRECTOR: WORKPLACE MANAGEMENT REF NO: NSG
05/2024**

**SALARY
CENTRE
REQUIREMENTS**

: R444 036 per annum (Level 09), plus competitive benefits cost to company.
: Pretoria
: Applicants must be in possession of National Diploma (NQF 6), Bachelor's Degree (NQF 7) or equivalent in Facilities Management, Built Environment, Engineering, Property Management, Safety Management, Environmental Management, or a building related field. Registration with a relevant professional body will also be an added advantage. The job holder will be subjected to a security vetting process, the clearance level of which will be determined. The job holder will be required to undertake functions that may be occasionally physically demanding, hazardous to health and potential danger. Experience: Three (3) years relevant experience, of which 2 years is at supervisory/management level. Proven experience in Property / Facilities / Accommodation Management Knowledge: In-depth theoretical and practical knowledge of workplace environment management and occupational health and safety. Theoretical and practical knowledge of disaster management (pandemics, natural disasters etc.) Implement policies, protocols, norms, standards, procedures, strategies for facilities management. Implement accommodation plans in line with Government Immovable Asset Management Act (GIAMA). In depth understanding space norms and standards inclusive but not limited to: Preparation and allocation of office accommodation, allocation of office furniture, equipment, appliances and related resources, coordination of parking allocation and audits, supervise replacement, maintenance and movement of office furniture, equipment, and appliances and liaising with DPWI and landlords on leasing matters. In-depth theoretical and practical knowledge of project and contracts management. New developments around the workplace environment management and occupational health and safety. Various applicable legislative frameworks including but not limited to: Public Service Act; Public Administration and Management Act; Public Service Regulatory Frameworks; Occupational Health and Safety Act; Government Immovable Asset Management Act. Policy development, analysis, and implementation. Knowledge of the building maintenance. Excellent working knowledge of MS Office suite. Batho Pele principles. Knowledge of diversity, gender, and disability priorities. First aid knowledge Competencies: Strong interpersonal skills. Problem solving skills. Research and data analysis techniques. Proficiency in communication and presentation skills. Excellent project, time, and people management skills. Report writing skills. Excellent organising and planning skills. Computer literacy in Microsoft Office Suite. Digital skills.

DUTIES

: Allocate and manage space within facilities to meet the NSG's needs by ensuring that office layouts, seating arrangements, and optimizing space usage is achieved. Ensure the safety and security of occupants and assets by implementing security measures, fire safety protocols, and emergency response plans. Monitor and control energy consumption to reduce costs and environmental impact. Implement sustainability initiatives to reduce the NSG's environmental footprint, such as waste reduction and recycling programs. Ensure that facilities adhere to local, state, and federal regulations and standards related to safety, accessibility, and environmental compliance. Develop and implement plans for the NSG to respond to emergencies, natural disasters, and other crises that could affect the facility and its occupants. Keep track of all physical assets, their condition, and their lifecycle. Ensure that facilities are accessible and inclusive for all individuals, including those with disabilities. Ensure that contracts are signed and executed in accordance with legal and procedural requirements. Establish a secure and organized system for storing and managing contract documents, making them readily accessible

when needed. Monitor and enforce contract compliance to ensure that all parties fulfill their obligations as specified in the agreement. Identify potential risks associated with contracts and develop strategies to mitigate them. Track the performance throughout the contract's duration, ensuring that milestones and deliverables are met on time and within budget. Handle requests for contract changes, amendments, or extensions and ensure they are documented and executed in compliance with contract terms. Keep track of financial aspects of contracts, including payments, invoices, and penalties, to ensure financial obligations are met. Identify and assess workplace hazards, including physical, chemical, biological, ergonomic, and psychosocial factors that may pose risks to employee health and safety. Ensure compliance with local, national, and international OHS regulations and standards. Assist in the development and implementation comprehensive OHS policies and procedures that outline the NSG's commitment to safety, as well as specific guidelines for managing risks and ensuring employee well-being. Provide OHS training and education programs to employees, supervisors, and managers to increase awareness and competence in handling workplace hazards and emergencies. Conduct regular inspections and audits of the workplace to identify and correct safety deficiencies and ensure ongoing compliance with safety protocols. Ensure that appropriate safety equipment and PPE are available and used by employees as needed to mitigate workplace risks. Maintain accurate records of safety-related incidents, training, inspections, and audits. Manage access control of the building by ensuring that entry and exit points are secured with locks, keys, tags, biometric scanners, or access codes to ensure only authorized individuals can enter specific areas. Manage visitor systems track and control access for non-employees into the building. Ensure that closed-circuit television (CCTV) cameras and video monitoring systems are used to observe and record activities in and around the facility. Ensure that security personnel continuously monitor these systems to ensure the safety of the facility. Ensure that adequate lighting is provided to eliminate hiding spots and deter unauthorized access. Ensure that trained security guards or officers are deployed to conduct patrols, monitor access points, and respond to security incidents. Establish and enforce security policies and procedures to ensure that security measures are consistently applied and that employees are aware of their responsibilities. Supervise the resources - people, finance, systems and assets allocated within the sub-directorate. Implement operations management within the sub-directorate.

**ENQUIRIES
APPLICATIONS**

: Thabo Ngwenya Tel No: (012) 441 6108
 : E-mail to Recruitment.MMS4@thensg.gov.za or hand deliver at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

POST 17/08

: **ASSISTANT DIRECTOR: CADET AND YOUTH DEVELOPMENT REF NO:
NSG 06/2024**

**SALARY
CENTRE
REQUIREMENTS**

: R444 036 per annum (Level 09), plus competitive benefits cost to company.
 : Pretoria
 : A tertiary qualification at NQF level 6 in the field of Management Studies, Business or Public Administration. Three (3) years' proven experience in managing ETD interventions, of which 2 years is at supervisory/management level. Knowledge: Theoretical and practical knowledge of youth development. Knowledge of national priorities, statutory prescripts, and governance practices pertaining to the public service specifically and the public sector broadly. Theoretical and practical perspectives of the education, training, and development environment. Client relations management. Training/ Learner information management and systems. Microsoft Office suite. Batho Pele Principles. Competencies/skills. Financial analysis and reporting. Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills. Project management and operations management skills Personal Attributes: Ability to participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the

DUTIES

public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Willingness to travel and work with extended hours, including away from office.

: Develop and maintain a database of contacts in all spheres of government, state entities and legislatures to enable information gathering. Provide support in strategies and learning areas to meet capacity development needs. Support in project teams for new capacity development interventions. Liaise with clients (individuals and institutions) to identify capacity development needs as well as participation in pilot interventions. Co-ordinate inputs (policy departments) towards conceptualisation of new capacity development interventions. Maintain a database of panel of expert's competence profiles based on capacity development content and delivery requirements. Liaise with Technical Support for the availability of panel of experts and HEIs. Provide support in the review and update of curriculum content, including customisation of content on course offerings. Ensure product knowledge and awareness within the NSG (Contact Centre and Business Development). Develop the annual calendar of delivery schedules to ensure uptake of the programme that inform contact centre and business development engagements with potential clients. Provide support towards programme and project monitoring. Ensure quality of learning material prior to distribution for capacity development interventions. Liaise with Technical Support for logistics (learning material, venue, travel, facilitators, etc.) Provide support in the management of delivery schedules and programme resources for contact sessions, virtual delivery and eLearning. Maintain all required documents and records. Follow up on assessment and certification, including timely issuing of certificates. Follow up on the implementation of monitoring and evaluation recommendations, post-programme delivery for quality management and improvements. Respond to learner and client queries, requests, and complaints. Compile monthly reports on quality and performance and advise on areas of improvement. Supervision of allocated resources (people, finance, systems, assets, contracts) within the directorate. Provide inputs for the review of policies and procedures and support implementation. Implement operations management, including service standards, standard operating procedures, business process management, total quality management and digital transformation. Identify and manage operational risks, as well as mitigation plans, including business continuity plans.

**ENQUIRIES
APPLICATIONS**

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: E-mail to Recruitment.ASD1@thensg.gov.za or hand deliver at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

POST 17/09

: **ASSISTANT DIRECTOR: FOUNDATIONAL MANAGEMENT REF NO: NSG 07/2024**

**SALARY
CENTRE
REQUIREMENTS**

: R444 036 per annum (Level 09), plus competitive benefits cost to company.
: Pretoria
: A tertiary qualification at NQF level 6 in the field of Management Studies, Business or Public Administration. Three (3) years' proven experience in managing ETD interventions, of which 2 years is at supervisory/management level. Knowledge: Theoretical and practical knowledge of public finance and public supply chain management. Knowledge of national priorities, statutory prescripts, and governance practices pertaining to the public service specifically and the public sector broadly. Theoretical and practical perspectives of the education, training, and development environment. Client relations management. Training/ Learner information management and systems. Microsoft Office suite. Batho Pele Principles. Competencies/skills. Financial analysis and reporting. Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills. Project management and operations management skills Personal Attributes: Ability to participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability

to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Willingness to travel and work with extended hours, including away from office.

DUTIES

: Develop and maintain a database of contacts in all spheres of government, state entities and legislatures to enable information gathering. Provide support in strategies and learning areas to meet capacity development needs. Support in project teams for new capacity development interventions. Liaise with clients (individuals and institutions) to identify capacity development needs as well as participation in pilot interventions. Co-ordinate inputs (policy departments) towards conceptualisation of new capacity development interventions. Maintain a database of panel of expert's competence profiles based on capacity development content and delivery requirements. Liaise with Technical Support for the availability of panel of experts and HEIs. Provide support in the review and update of curriculum content, including customisation of content on course offerings. Ensure product knowledge and awareness within the NSG (Contact Centre and Business Development). Develop the annual calendar of delivery schedules to ensure uptake of the programme that inform contact centre and business development engagements with potential clients. Provide support towards programme and project monitoring. Ensure quality of learning material prior to distribution for capacity development interventions. Liaise with Technical Support for logistics (learning material, venue, travel and facilitators. Provide support in the management of delivery schedules and programme resources for contact sessions, virtual delivery and eLearning. Maintain all required documents and records. Follow up on assessment and certification, including timely issuing of certificates. Follow up on the implementation of monitoring and evaluation recommendations, post-programme delivery for quality management and improvements. Respond to learner and client queries, requests, and complaints. Compile monthly reports on quality and performance and advise on areas of improvement. Supervision of allocated resources (people, finance, systems, assets, contracts) within the directorate. Provide inputs for the review of policies and procedures and support implementation. Implement operations management, including service standards, standard operating procedures, business process management, total quality management and digital transformation. Identify and manage operational risks, as well as mitigation plans, including business continuity plans.

ENQUIRIES APPLICATIONS

: Thabo Ngwenya Tel No: (012) 441 6108
 : E-mail to Recruitment.ASD2@thensg.gov.za or hand deliver at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

POST 17/10

: **ASSISTANT DIRECTOR: GOVERNANCE COMPETENCIES REF NO: NSG 08/2024**

SALARY CENTRE REQUIREMENTS

: R444 036 per annum (Level 09), plus competitive benefits cost to company.
 : Pretoria
 : A tertiary qualification at NQF level 6 in the field of Management Studies, Business or Public Administration. Three (3) years' proven experience in managing ETD interventions, of which 2 years is at supervisory/management level. Knowledge: Knowledge and understanding of relevant legislation, including, amongst others, the Criminal Procedure Act, Prevention and Combatting Corruption Activities Act, POCA, Protected Disclosure Act. Knowledge of national priorities, statutory prescripts, and governance practices pertaining to the public service specifically and the public sector broadly. Theoretical and practical perspectives of the education, training, and development environment. Client relations management. Training/ Learner information management and systems. Microsoft Office suite. Batho Pele Principles. Competencies/skills. Financial analysis and reporting. Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills. Project management and operations management skills Personal Attributes: Ability to participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an

attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Willingness to travel and work with extended hours, including away from office.

DUTIES : Develop and maintain a database of contacts in all spheres of government, state entities and legislatures to enable information gathering. Provide support in strategies and learning areas to meet capacity development needs. Support in project teams for new capacity development interventions. Liaise with clients (individuals and institutions) to identify capacity development needs as well as participation in pilot interventions. Co-ordinate inputs (policy departments) towards conceptualisation of new capacity development interventions. Maintain a database of panel of expert's competence profiles based on capacity development content and delivery requirements. Provide support in the selection and recruitment of panel of experts. Liaise with Technical Support for the availability of panel of experts and HEIs. Provide support in the review and update of curriculum content, including customisation of content on course offerings. Ensure product knowledge and awareness within the NSG (Contact Centre and Business Development). Develop the annual calendar of delivery schedules to ensure uptake of the programme that inform contact centre and business development engagements with potential clients. Provide support towards programme and project monitoring. Ensure quality of learning material prior to distribution for capacity development interventions. Liaise with Technical Support for logistics (learning material, venue, travel and facilitators). Provide support in the management of delivery schedules and programme resources for contact sessions, virtual delivery and eLearning. Maintain all required documents and records. Follow up on assessment and certification, including timely issuing of certificates. Follow up on the implementation of monitoring and evaluation recommendations, post-programme delivery for quality management and improvements. Respond to learner and client queries, requests, and complaints. Compile monthly reports on quality and performance and advise on areas of improvement. Supervision of allocated resources (people, finance, systems, assets, contracts) within the directorate. Provide inputs for the review of policies and procedures and support implementation.

ENQUIRIES : Thabo Ngwenya Tel No: (012) 441 6108
APPLICATIONS : E-mail to Recruitment.ASD@thensg.gov.za or hand deliver at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE : Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

POST 17/11 : **TEAM ASSISTANT REF NO: NSG 09/2024**

SALARY : R308 154 per annum (Level 07), plus competitive benefits cost to company.
CENTRE : Pretoria
REQUIREMENTS : A National Diploma on (NQF level 6) in Office Administration, Business or Public Administration, Project Management. Two (2) to three (3) years relevant experience in administration. Knowledge: Public sector legislation, relevant policies and applicable legislative frameworks (including but not limited to: Public Service Act; Public Administration Management Act; Public Finance Management Act, Batho Pele White Paper, Public Service Regulations, Operations Management Framework. Microsoft Office suite, especially Word, PowerPoint and Excel, Virtual meetings (organize, host, record, transcript). Meetings management (scheduling, agenda setting, recording, minute taking, action plans). Ability to manage events, including venue identification, accommodation, logistics, catering, transportation, and cash disbursements. Document management. Protocol, etiquette, and diplomacy. Batho Pele Principles. Competencies/skills. Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills. Operations management skills Personal Attributes: Willingness to participate in professional development growth activities for maintaining professional knowledge and staying current with business solutions trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with attention to detail. Ability to work independently while

contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creativity and innovation; ability to work under pressure. Willingness to travel and work with extended hours, including away from office, may be required.

DUTIES

: Plan, organize and monitor administrative activities pertaining to the Chief Directorate, including aiding in the identification and Implementation appropriate strategies to meet capacity development needs. Support elementary research under the guidance of the Chief Director to ensure the appropriate context and transformational curriculum decisions, progress content choices, and digitally responsive delivery modalities. Draft letters, memoranda, reports, and submissions as may be required as well as dissemination of information to stakeholders. Assist the Chief Director to provide support in curriculum formulation and content, including the identification of platforms and partners. Support the Chief Director to determine requirements and capabilities towards the appointment and/or contracting of panel of experts, partners, and Higher Education Institutions. Assist the Chief Director to provide support for the review and update of curriculum content. Support the Chief Director to lead in the collaborative creation of complementary resources, including online and virtual for capacity development offering. Assist the Chief Director to manage collaborative review, regular quality assurance, and feedback sessions with internal and external stakeholders. Support the utilisation and implementation systems to monitor adherence to accreditation requirements, support assessment and certification. Provide administrative and project management support to relevant forums. Network and collaborate with all internal business units to ensure mutually beneficial relationships that serve the interests of the NSG. Manage the calendar of the Chief Director, including discretion on acceptance of meetings, adequate preparations for meetings and secretariat support. Co-ordinate all documentation relevant to budget management of the chief directorate, including funding requirements, procurement planning, payments to service providers and petty cash. Co-ordinate all documentation relevant to human resource management and development of the chief directorate. Plan and co-ordinate domestic and international travel, including approval, itineraries, and claims. Manage a compliance and management reporting calendar for the chief directorate to ensure timely and accurate reporting. Manage logistical arrangements for all meetings, including venue, catering, and equipment.

ENQUIRIES

: Thabo Ngwenya Tel No: (012) 441 6108

APPLICATIONS

: E-mail at Recruitment.Admin01@thensg.gov.za or hand deliver to hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

POST 17/12

: **ADMINISTRATOR: FACILITIES NO: NSG 10/2024**

**SALARY
CENTRE**

: R255 450 per annum (Level 06), plus competitive benefits cost to company.
: Pretoria

REQUIREMENTS

: A national diploma at (NQF level 6) in Business Administration, Public Administration, Facilities Management. Build Environment equalization will be an added advantage. One (1) to two (2) years' experience in the field of workplace environment or facilities management. Knowledge: Administrative knowledge. Ability to record and report statistical information. Microsoft Office suite, especially Word, PowerPoint, and Excel. Virtual meetings (organize, host, record, transcript). Meetings management (scheduling, agenda setting, recording, minute taking, action plans). Public service legislation, policies, prescripts, and procedures. Financial and supply chain management. Office management. Document management. Occupational Health and Safety Act, 1993. Building and Maintenance Services. Contract and property management. Batho Pele Principles. Competencies/skills. Strong computer literacy. Strong oral and written communication skills. Strong interpersonal skills. Basic programme and project management skills. Problem solving and analysis. Basic analytical skills Personal Attributes: Ability to participate in professional development growth activities for maintaining professional

knowledge and staying current with business solutions trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Ability to analyze problems, identify solutions and take appropriate action, resolve conflicts using independent judgment and decision-making processes. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Willingness to work extended hours, when required.

DUTIES

: Plan, organise and fulfil administrative functions in ensuring a conducive workplace environment. Provide support towards monitoring OHS equipment (fire extinguishers) and compliance requirements to legislation. Provide support in procuring, managing and monitoring of repairs and maintenance. Provide support in monitoring the outsourced service providers (cleaning and hygiene services). Provide support in the management of office accommodation and floor plans. Undertake procurement processes, including requesting for quotations and processing payments. Co-ordinating new employees joining the organization which including liaising with IT and Premises to ensure that IT and desk setup is complete ahead of the start date. Coordinate the allocation of training rooms and boardrooms and provide confirmation for use. Ensure that office set up is compliant with internal requirements to the extent practicable. Monitor the NSG reception area and training rooms to ensure a conducive environment for receiving guests, learners and visitors. Liaise with service providers to ensure that training rooms and boardrooms are prepared. Liaise with internal officials to ensure that furniture and equipment. Projectors are in working condition. Report infrastructure faults that have been detected in the conference and training rooms. Undertake quality control for all furniture and equipment. Provide administrative support in office space management, considering issues such as reasonable accommodation into account. Ensure accurate movement of user assets, furniture, desktops by working closely with the sub-directorate: Asset Management. Maintain accurate records of movement of all furniture and equipment. Provide support in implementing the User Asset Management plan. Provide support in the tracking of furniture and equipment, in liaison with Asset Management and ICT unit. Provide administrative support in identifying procurement needs (including future needs) and acquisitions, as well as those to be written off. Compile documents including quotations from service providers, SCM documents and processing of payments. Compile accurate reports on workplace environment, user asset and inventory management. Ensure regular filing of all documentation. Manage travel and accommodation arrangements as required. Provide support to compliance and management reporting to ensure timeliness and accuracy. Provide support towards operations management, including service standards, standard operating procedures, business processes, total quality management and digital transformation.

ENQUIRIES

APPLICATIONS

: Thabo Ngwenya Tel No: (012) 441 6108
 : E-mail to Recruitment.Admin03@thensg.gov.za or hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

POST 17/13

: **ADMINISTRATOR: INFORMATION MANAGEMENT REF NO: NSG 11/2024**

SALARY

CENTRE

REQUIREMENTS

: R255 450 per annum (Level 06), plus competitive benefits cost to company.
 : Pretoria
 : A tertiary qualification at (NQF level 6) in Library and Information Studies. Two (2) to three (3) years relevant experience. Knowledge: Microsoft Office suite, especially Word, PowerPoint and Excel. Virtual meetings (organize, host, record, transcript) Meetings management (scheduling, agenda setting, recording, minute taking, action plans). Public service legislation, policies, prescripts and procedures. Office management. Document management. Protocol, etiquette and diplomacy. Batho Pele Principles Competencies/skills. Strong computer literacy. Strong oral and written communication skills. Strong interpersonal skills. Basic programme and project management skills. Problem

solving and analysis. Basic analytical skills. Personal Attributes: Ability to participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Willingness to travel and work with extended hours, including away from office, as and when required.

DUTIES : Provide administrative support in the implementation, monitoring and maintenance of information management policy for the NSG. Support project teams with information management interventions. Collate and disseminate materials for information management engagements with internal and external stakeholders. Undertake elementary research towards new information. Liaise with stakeholders to determine information management needs as well as participation in any pilot interventions. Provide support in the development and delivery of contact, virtual and online courses and programmes. Provide administrative support in the implementation and monitoring of the information management databases. Provide support for information awareness activities within the NSG. Provide support to the management of the NSG Library Webpage and contribute content for the NSG website. Provide support to capacity building workshops, seminars, webinars and forums. Provide information management support, including advice, queries and requests for reference information and circulation services. Compile a list of information resource requirements and source quotations from service providers for publications and electronic information databases. Original cataloguing and copy cataloguing on the library management system, including follow-up on overdue materials. Classify and maintain the library publications, shelving of library materials and maintaining the shelves. Administer the interlibrary loan (ILL) services. Collect and prepare all publications deemed to be of heritage importance to the National Library in line with the Legal Deposit Act. Provide administrative and project management support to relevant information management forums. Network and collaborate with all internal business units and relevant stakeholders to ensure mutually beneficial relationships that serve the interests of the NSG. Monitor the implementation of information management interventions. Ensure display of library materials during library events and awareness programmes. Manage the procurement of goods and services, as well as petty cash. Process payments to service providers in compliance with NSG policies. Manage logistical arrangements for all meetings, including venue, catering, and equipment. Monitor the use of library resources and prepare monthly reports (cataloguing, interlibrary loans and information database, stocktaking).

ENQUIRIES : Thabo Ngwenya Tel No: (012) 441 6108
APPLICATIONS : E-mail to Recruitment.ASD@thensg.gov.za or hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, 0001 or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE : Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

POST 17/14 : **CONTACT CENTRE AGENT REF NO: NSG 12/2024 (X2 POSTS)**

SALARY : R255 450 per annum (Level 06), plus competitive benefits cost to company.
CENTRE : Pretoria
REQUIREMENTS : A tertiary qualification at (NQF level 6) in Contact Centre Management, Office Administration or Business Administration. Experience: One (1) to two (2) years' relevant experience in office administration in an ETD environment. Competencies/Skills: Good verbal and written communication skills. Proficient in relevant computer applications. Excellent interpersonal skills. Problem solving skills. Problem solving skills. Time management skills. Ability to work efficiently at all times. Questioning and listening skills to support telephone communication. Knowledge: Good knowledge of client relations (how to engage and relate to clients). Understanding of the public sector. Computer literacy (MS Office Suite, call logging and Training Management Systems).

Reasonable expertise in the field of contact centre operations. Batho Pele principles. Personal attributes: Adaptability. Team player. Self-driven. Attention to detail.

DUTIES : Provide contact centre services through receipt of telephone calls, emails and faxes. Respond to all incoming communication and enquiries within stipulated timeframes and service standards. Provide professional and effective telephone services to handle tasks like call transfers, taking messages, call back, call hold, interruptions and unintentional disconnections. Use the most appropriate way and proper telephone etiquette to communicate with different behaviour types on the telephone. Undertake follow up with clients where necessary. Capturing and record all contact centre interactions for reporting purposes. Furnishing of SBD and RFQ Forms. Maintain up to date knowledge of NSG products and new developments. Participate in product knowledge training sessions. Liaise with relevant officials to gather information on products. Promote product awareness to public sector organisations (national government, provincial government, local government and state-owned entities). Undertake requests by clients for quotations and bookings. Request the authorization of quotations and confirm bookings according to set time frames and in compliance with the standard prescripts. Create files and forward to management within the prescribed time frames. Prepare files for ETD events and link to calendar ID's on Training Management System. Investigate clients' complaints and resolve by providing regular feedback. Identify and escalate priority issues. Attend to client requests (telephone, fax, email, walk-ins and referrals) and ensure enquiries logged are resolved within 3 working days. Capture learner requirements on ETQA system and ensure accurate completion of applications, including the required supporting documents. Provide guidance and recommendations to learners or prospective candidates and provide feedback on their application. Generate quotations according to the required norms and standards. Process invoice requests and submit for processing. Create files for confirmed courses and generate calendar ID and link to the relevant course event. Add course venue on the Training Management System by capturing client details. Maintain the NSG training calendar. Capture the list of learners on the enrolment system as provided by the client before commencement of the course.

ENQUIRIES APPLICATIONS : Nthabiseng Fuma Tel No: (012) 441 6108
: E-mail to NSG.Admin03@thensg.gov.za or hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE : Preference will be given to Youth, African Males, Coloured Females, Coloured Males, Indian Females and people with disability in accordance with our employment equity requirements.

POST 17/15 : **ADMINISTRATOR: ETD SUPPORT: SENIOR MANAGEMENT AND PROFESSIONALISATION REF NO: NSG 13/2024**

SALARY CENTRE REQUIREMENTS : R216 417 per annum (Level 05), plus competitive benefits cost to company.
: Pretoria
: Grade 12. A tertiary qualification (NQF 6) in Office Administration, Public Administration or related qualification may be an added advantage No work experience necessary for this post, however experience in capacity development/ education or administrative environment may be an added advantage. Knowledge: Microsoft Office suite, especially Word, PowerPoint and Excel. Knowledge of procedures related to information and records management. Basic knowledge of finance and supply chain management. Virtual meetings (organise, host, record, transcript). Meetings management (scheduling, agenda setting, recording, minute taking, action plans). Public service legislation, policies, prescripts and procedures Office administration. Document management. Batho Pele principles Competencies/skills. Good oral and written communication skills. Good interpersonal skills. Basic project management skills. Problem-solving and analysis., Elementary research skills. Basic analytical skills. Ability to interpret policies and directives. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organise, prioritise, and follow multiple projects and tasks through to completion with attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability

DUTIES

to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail-oriented; creative and innovative; ability to work under pressure.

: Provide administrative support in determining capacity development needs for Senior Management and Professionalisation programmes (including stakeholder meetings). Provide administrative support in project teams for new capacity development interventions. Collate and disseminate all materials (documents) for meetings about the engagements with internal and external stakeholders. Liaise with clients (individuals and institutions) to identify capacity development needs and participate in pilot interventions. Coordinate and implement appropriate systems for the sub-directorate that align with departmental policies and SOPs. Provide administrative support in reviewing and updating curriculum content, including customising content. Conduct elementary research as required to support capacity development content and enablement. Provide information to support product knowledge and awareness within the NSG Contact Centre. Support the implementation of the annual calendar of delivery schedules to ensure the uptake of Senior Management and Professionalisation programmes. Provide administrative support towards programme and project monitoring. Manage filing of documents in line with the departmental records management policy and filing system, as well as electronic document management. Liaise with Technical Support for logistics (learning material, venue, travel and facilitators). Manage logistical arrangements for all meetings, including venue, catering, and equipment. Draft letters, memoranda, reports, and submissions as may be required. Follow up on assessment and certification, including timely issuing of certificates. Monitor the implementation of monitoring and evaluation recommendations and post-programme delivery for quality management and improvements. Support case file management (correctness and timely capturing of the TMS) and data management. Respond to learner and client queries, requests and complaints. Support the compilation of monthly reports on quality and performance. Manage the procurement of goods and services, as well as petty cash. Process payments to service providers in compliance with NSG policies. Support travel and accommodation arrangements as required. Support compliance and management reporting to ensure timeliness and accuracy. Implement operations management, including service standards, standard operating procedures, business process management, total quality management and digital transformation.

**ENQUIRIES
APPLICATIONS**

: Nthabiseng Fuma Tel No: (012) 441 6011
: E-mail to Recruitment.Admin01@thensg.gov.za or hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, 0001 or post to Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, Coloured Females, Coloured Males, Indian Females and people with disability in accordance with our employment equity requirements.

POST 17/16

: **ADMINISTRATOR: ETD SUPPORT: MIDDLE MANAGEMENT
DEVELOPMENT REF NO: NSG 14/2024**

**SALARY
CENTRE
REQUIREMENTS**

: R216 417 per annum (Level 05), plus competitive benefits cost to company.
: Pretoria
: Grade 12 certificate. A tertiary qualification (NQF 6) in Office Administration, Public Administration, Human Resource Development or Gender Studies may be an added advantage. No work experience necessary for this post, however experience in capacity development/ education or administrative environment may be an added advantage. Knowledge: Microsoft Office suite, especially Word, PowerPoint, and Excel. Knowledge of procedures related to information and records management. Basic knowledge of finance and supply chain management. Virtual meetings (organise, host, record, transcript). Meetings management (scheduling, agenda setting, recording, minute taking, action plans). Public service legislation, policies, prescripts and procedures. Document management. Batho Pele principles. Competencies/skills Good oral and written communication skills. Good interpersonal skills. Basic project management skills. Problem-solving and analysis. Elementary research skills. Basic analytical skills. Ability to interpret policies and directives. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organise, prioritise, and follow multiple projects

- and tasks through to completion with attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement.
- DUTIES** :
- Provide administrative support in project teams for new capacity development interventions. Collate and disseminate all materials (documents) for meetings about the engagements with internal and external stakeholders. Liaise with clients (individuals and institutions) to identify capacity development needs and participate in pilot interventions. Coordinate and implement appropriate systems for the sub-directorate that align with departmental policies and SOPs. Provide administrative support in reviewing and updating curriculum content, including customising content. Conduct elementary research as required to support capacity development content and enablement. Provide information to support product knowledge and awareness within the NSG (, Contact Centre). Support the implementation of the annual calendar of delivery schedules to ensure the uptake of gender and diversity programmes. Provide administrative support towards programme and project monitoring. Manage filing of documents in line with the departmental records management policy and filing system, as well as electronic document management. Liaise with Technical Support for logistics (learning material, venue, travel, facilitators, etc.). Manage logistical arrangements for all meetings, including venue, catering, and equipment. Draft letters, memoranda, reports, and submissions as may be required. Follow up on assessment and certification, including timely issuing of certificates. Monitor the implementation of monitoring and evaluation recommendations and post-programme delivery for quality management and improvements. Support case file management (correctness and timely capturing of the TMS) and data management. Respond to learner and client queries, requests and complaints. Support the compilation of monthly reports on quality and performance. Manage the procurement of goods and services, as well as petty cash. Process payments to service providers in compliance with NSG policies. Support travel and accommodation arrangements as required. Support compliance and management reporting to ensure timeliness and accuracy. Implement operations management, including service standards, standard operating procedures, business process management, total quality management and digital transformation.
- ENQUIRIES** :
- APPLICATIONS** :
- Nthabiseng Fuma Tel No: (012) 441 6011
- E-mail at Recruitment.Admin02@thensg.gov.za or hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.
- NOTE** :
- Preference will be given to Youth, African Males, Coloured Females, Coloured Males, Indian Females and people with disability in accordance with our employment equity requirements.
- POST 17/17** :
- INFORMATION PROCESSING CLERK REF NO: NSG 15/2024**
- SALARY** :
- CENTRE** :
- REQUIREMENTS** :
- R216 417 per annum (Level 05), plus competitive benefits cost to company.
Pretoria
Grade 12.A tertiary qualification at (NQF level 5) in Office Administration, Public Administration or Information Management will be an added advantage. No experience required for this post. Knowledge: Knowledge of data capturing, analysis and management. Knowledge of document management (storage, retrieval and archiving). Knowledge understanding of the legislative framework governing the Public Service. Batho Pele Principles. Competencies/skills Basic computer literacy. Report writing skills. Good oral and written communication skills. Strong interpersonal skills. Strong planning and organizing skills. Problem solving and analysis. Client orientation and customer focus. Basic analytical skills. Basic financial management skills. Basic numeracy skills Personal Attributes: High level of reliability. Client focused attitude. Attention to detail. Trustworthy and honest. Maintain very high levels of confidentiality.
- DUTIES** :
- Capture all Reaction Evaluation Questionnaires (REQs) completed by participants and the Facilitator Feedback Forms (FFFs) compiled by the facilitator at the end of every NSG ETD intervention, onto the NSG Training Management System. Provide reports to the Deputy Director: Outcomes and Impact on the flow of REQs and FFFs received for capturing. Manage the filing of copies (electronic and hard) of REQs and FFFs after reports have been generated on a weekly basis. Provide copies of reports, REQs and FFFs on request by programme managers, coordinators and auditors. Provide written

responses to audit queries on capturing of the data or the reports generated. Provide support to management in terms of data required to generate reports. Check the information in the REQs and the FFFs for correctness and accuracy. Identify the key issues that require attention which the participants and facilitators reported on (written comments as well as scores). Report areas that urgently require attention to the Deputy Director he/she reports to. Complete the recommendations section in the FPE report based on the analysis conducted for every ETD intervention. Participate in meetings and provide feedback on data authentication as well as challenges with capturing of data. Compile Facilitator and Participant Evaluation (FPE) reports based on a batch of REQs and the corresponding feedback from the facilitator per ETD intervention (face-to-face and online/virtual training/webinars/master classes). Generate monthly and quarterly statistical reports which provide a breakdown of how many REQs, FFFs and any other special projects have been captured during a specific period. Compile the quarterly trend report on facilitators who were utilised during that specific period. Process qualitative and quantitative data. Submit reports for distribution to responsible Programme Managers. Implement operations management, including service standards, standard operating procedures. Implement total quality management and digital transformation. Maintain the e-filing system for all data forms received after ETD interventions for audit purposes.

ENQUIRIES
APPLICATIONS

: Nthabiseng Fuma Tel No: (012) 441 6011
 : E-mail to NSG.Rcruitment@thensg.gov.za or, hand deliver to ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria or post to The Principal: National School of Government, Private Bag X759, Pretoria, 0001.

NOTE

: Preference will be given to Youth, African Males, Coloured Females, Coloured Males, Indian Females and people with disability in accordance with our employment equity requirements.