

# V A C A N C Y

## Investigator: Complaints and Stakeholder Management

### (Permanent)

Location: **Head Office, Pretoria**

Reference: **PPSA 01/05/2021**

Basic salary: **R408, 267.00 plus benefits**

### Requirements:

• A Law degree or a three(3) year investigation related qualification • Minimum three(3) years Investigation experience or experience in a related field • Good understanding of legislative prescripts that give mandate to Public Protector SA • Computer literacy • Understanding of South African Public Service Administration • Knowledge and application of Case Management System (CMS) or other computer management system • A valid driver's license • Fluency in English and other official language relevant to the Province/Region.

### Skills:

• Excellent negotiation, mediation and conciliation skills (Alternative Dispute Resolution) • Legal research skills • Legal interpretation • Knowledge of Case Management or similar computerised management system • Exceptional report writing • Project Management • Effective general management and administration skills in addition to above.

### Competencies:

• Ability to timeously resolve queries and make recommendations to effectively address maladministration and correct service delivery failure • Legal research and interpretation • Production of high quality reports • Must have strong ability to initiate hearings, gather information and facts • The position requires individuals who are objective, impartial and initiative. Must be able to deal with complaints, resolve, rectify, make presentations and generally act without fear, favour or prejudice.

### Key responsibilities and duties:

• Attend to all incoming complaints upon receipt (telephone and walk in) • Ensure accurate assessment, referral and escalation of complaints for investigation • Conduct preliminary investigation • Submission of consolidated assessment list of cases • Finalize assisted enquiries and draft closing letter/reports • Identify and draft submission for SAM matters • Presentation of new cases to the assessment committee • Liaise with complaints and provide regular feedback to complaints' enquiries • Deal with public officials in a professional and courteous manner • Assist with developing and updating of compliance database of reports issued by the Public Protector • Follow up with State Organs/Institutions on the implementation of remedial action(s) outlined in the reports issued by the Public Protector • Assist with compiling monthly reports on the implementation of remedial action(s).

### Enquiries:

Ms T Makhubele, tel. 012 366 7053

*Note: All appointments will be done in terms of the Public Protector Act. The successful candidate will be expected to sign the secrecy declaration form and performance agreement within 2 months of accepting the position.*

**Shortlisted candidates may be subjected to a writing test. A successful candidate will have to undergo security clearance, vetting and competency assessments may be conducted.**

The office reserves the right not to fill the vacancies. Correspondences will be limited to the short-listed candidates. Should you not be contacted in 2 months, please consider your application to be unsuccessful. The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representatively (race, gender and disability). Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Office and who resides in the Province the advertised position is in.

**Applications must be accompanied by a covering letter with a detailed CV with 3 references and certified copies of qualifications, driver's license and ID document.**

Late applications will not be considered.

**Please direct your application, stating the relevant reference number as follows:** For the attention of Ms T Makhubele by email to [Applications@pprotect.org](mailto:Applications@pprotect.org)

**Closing date:** 14 MAY 2021, 16:30