

# V A C A N C Y

## EXECUTIVE MANAGER: COMPLAINTS AND STAKEHOLDER MANAGEMENT

**Reference: PPSA 02/08/2023**

**Location: Head Office: Pretoria**

**All-inclusive salary package: R1, 371 558 – R1, 635 897 per annum**

### Skills, knowledge, and competencies:

Advanced leadership skills • Excellent planning and coordination skills • Analytical thinking and sound judgement. Competencies: • Passion for performance • Excellent business communication skills • Facilitation and presentation skills • Report-writing and analytical skills • Service delivery orientated • Excellent planning and coordination skills • Ability to plan and manage budget • Competent in public speaking, leadership, management, negotiation, problem solving, conflict and dispute resolution.

### Requirements:

Minimum of a 3-year tertiary qualification in Social Sciences, Public Administration, International Relations, B. Proc/ LLB, B. Comm Marketing. • A relevant postgraduate qualification will be an added advantage • 10 years' relevant experience of which 5 years must have been at Senior Management level, • Must have worked in a legal environment and managed stakeholders both domestically and internationally. • Experience in dealing with human rights and social service delivery issues will be an added advantage. Understanding of legal prescripts dealing with complaints resolution processes. Relevant experience and/ or accredited training certificates in international relations, stakeholder management and communication customer relations/complaints handling development facilitation, public awareness and community outreach work, marketing, events management, monitoring and evaluation will be an added advantage • Proficiency in at least 3 of the indigenous languages will be an advantage • Good understanding of Inter-Governmental Relations (IGR) and Cooperative Governance Frameworks • Knowledge of and experience in strategic planning, financial management, project management, human resources management practices, change management principles and outreach. • Valid driver's license and excellent skills in computer packages •

### Duties and responsibilities:

Design and coordinate implementation of vibrant stakeholder management, including international relations and strategy, incorporating Call Centre Management, Case Management and broader customer relationship management • Develop/review strategies, policies and programmes for implementation and management of case or complaint intake, preliminary assessment, customer service, outreach and stakeholder relations management • Ensure planning, coordination and implementation of promotional and outreach programmes for the organisation • Liaise with national, provincial and local government, and other stakeholders to ensure effective collaboration in pursuit of Public Protector mandate • Set stakeholder engagement plans and cascade into stakeholder engagement activities and compile reports on impact analysis • Develop and implement an effective customer service management processes • Ensure accessibility of the office nationally through marketing and outreach programmes to all communities and stakeholders • Provide strategic advice and analysis on matters of Intergovernmental Relations, international affairs and protocol • Promote and strengthen relations with international stakeholders. • Oversee Parliamentary liaison and response to parliamentary questions • Assist the Public Protector in the execution of high-profile engagement • Ensure proper management of intake and preliminary assessments of complaints. • Oversee and monitor the usage and consistent application of corporate identity. Oversee the Communications Unit.

**Enquiries: Mr T Khunou, at tel: (012) 366 7031**

**Note:** All appointments will be done in terms of the Public Protector Act and a 12 month probation period which may be extended to 18 months will be applicable. The successful candidates will be expected to sign the secrecy declaration form and a performance agreement within 2 months of accepting the position.

**All successful candidates will have to undergo security clearance and vetting.**

The Public Protector South Africa reserves the right not to fill the vacancies.

Applications must be accompanied by a covering letter with a detailed CV, 3 contactable references, recently certified (within 6 months) copies of qualifications (matric certificates, certificates of qualifications), a valid Driver's License(where required) and ID document.

Applications not complying with the above will be disqualified. Correspondences will be limited to the short-listed candidates. Should you not be contacted within 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 representivity (race, gender and disability). Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Institution.

**Please direct your application, stating the relevant reference number as follows:**

For the attention of **Mr T Khunou** by email to [Applications@pprotect.org](mailto:Applications@pprotect.org)

**Please quote the position title and reference number on the email subject line when applying.**

**CLOSING DATE: 18 AUGUST 2023**



0800 11 20 40 / 012 366 7000



[www.pprotect.org](http://www.pprotect.org)



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