

# PUBLIC PROTECTOR SOUTH AFRICA

## Constitutional Mandate



The mandate of the Public Protector is to strengthen constitutional democracy by investigating and redressing improper and prejudicial conduct, maladministration and abuse of power in all State affairs, resolving administrative conduct through mediation, conciliation or negotiation, advising on appropriate remedies or employing any other expedient means; reporting and recommending, advising and investigating violations of the Executive Members Ethics Act of 1994; resolving disputes relating to the operations of the Promotion of Access to Information Act of 2000 and discharging other responsibilities as mandated by national legislation.

### CHIEF EXECUTIVE OFFICER

**(5-year fixed-term based on performance enhancement and accountability system)**

**All-inclusive package negotiable (Ref. PPSA 01/05/2016) • Head Office Pretoria**

**Requirements:** • Appropriate 4-year degree obtained from a recognised and registered tertiary institution • 12 years' appropriate working experience, of which 7 years must have been at Senior Management level • Strategic planning skills and experience in conducting organisational effectiveness and efficiency reviews • Understanding of Corporate Governance Prescripts - King III Principles and best practice • Track record of commitment to Good Governance and successful leadership of performance-driven institutions • Knowledge of and experience in strategic financial management, auditing practices, Public Financial Management Act (PFMA) and Treasury Regulations • Understanding of Government-wide monitoring and evaluation framework, human resources management practices, project management and change management principles • Knowledge of Case Management System • Skills and experience in leading and managing diverse teams • Valid driver's licence • Excellent skills in computer packages.

**Required competencies:** *Personal competencies:* • Good verbal and written communication • Customer orientation • Ability to effectively collaborate with all stakeholders • High ethical standards. *Technical competencies:* • Ability to analyse information and data • Attention to detail • Innovation • Good understanding of investigations and reporting, practical understanding of performance management systems. *Management and leadership competencies:* • Advanced management and leadership skills • Commitment to achievement of vision and quality work • Ability to provide clear strategic direction and sense of purpose to the organisation • Sound knowledge of strategic planning for the organisation • Conflict and dispute resolution skills • Research skills • Computer literacy • Good drafting and report-writing skills • People management and the ability to liaise with staff at all levels.

**Duties and responsibilities:** Reporting to the Executive Authority, the appointed candidate will: • Ensure achievement of strategic goals and adhere to institutional values • Facilitate annual review of organisational strategic plan and annual plans • Oversee functional and operational plans and align with strategy • Drive the performance enhancement and accountability system of the organisation and ensure strategic performance reporting • Develop the institutional budget and align with strategic plan and approval by Executive Committee (EXCO) • Lead Public Protector South Africa core and support functions in line with legislation - Constitution, Public Protector Act, Public Financial Management Act (PFMA) and drive compliance with relevant legislation • Be responsible for efficiency and quality of investigation processes and standards • Facilitate Business Process Engineering to ensure efficiency of key processes • Take measures to ensure managerial best practices and evaluate legislative compliance regarding Human Resources Management and Development, Supply Chain Management, Information Technology, Facilities Management, Financial Management, Communication and Outreach • Lead and monitor the process of policy development and implementation and ensure compliance with relevant policies and statutory prescripts • Ensure corporate governance in line with King III principles and best practice, legislative and policy prescripts • Manage international relations and Parliamentary liaison • Develop and improve systems of internal control to achieve clean audit opinion effective for the organisation • Plan and monitor expenditure patterns in line with strategy and budget • Lead the risk management process to ensure that risks are identified, monitored and reduced for achievement of strategic goals.

**Enquiries:** Mr Gumbi Tyelela, tel. (012) 366-7079

### CHIEF OF STAFF

**(7-year fixed-term contract (linked to the term of the Public Protector) based on performance enhancement and accountability system)**

**All-inclusive package negotiable (Ref. PPSA 02/05/2016) • Head Office, Pretoria**

**Requirements:** • Appropriate B degree or equivalent qualification, a legal qualification is preferred • Minimum of 8 years' relevant experience with 5 years' senior or middle management experience of which 3 years must have been in the role of providing support to the Executive Authority, Judges, Deputy Minister or Authority with similar responsibilities • Advanced leadership skills • Excellent planning and coordination skills • Analytical thinking and sound judgement • Excellent appreciation of the Public Protector mandate in line with the Constitution, Public Protector Act, and other enabling legislation giving mandate to the Public Protector • Advanced stakeholder management and intergovernmental relations skills • Valid driver's licence • Good computer literacy.

**Competencies, skills and knowledge:** • Strategic and analytical thinker • Excellent interpersonal, networking and communication skills (verbal and written) at a high level • Excellent computer literacy • Management and administration with excellent supervisory skills • Report-writing skills • Well-developed knowledge and understanding of the administration and procedures relating to the specific working environment including the Public Protector Act, the Constitution and other enabling legislation, the Public Administration, Local Government and Public Finance Acts • Expert in administration • Public Service experience • Knowledge of legislation and regulations relevant to Public Protector South Africa • Knowledge of the functioning of Government and Parliament • Knowledge of HRM, SCM and Finance • Planning and organising skills • Project management for core functional units • Communication and customer service for stakeholder management as well as international relations • Analytical thinking and problem-solving skills • Ethical conduct • Accuracy • Excellent writing and negotiation skills • Innovator, self-starter and ability to work independently.

**Duties and responsibilities:** • Provide executive support to the Public Protector and Deputy Public Protector and manage and coordinate affairs of the Private Office, including staff supervision to ensure all Public Protector and Deputy Public Protector administration support needs are taken care of and provide an effective and efficient linkage between the Private Office and the overall administration • Quality assure the administration submissions to the Public Protector and follow up progress on implementation of EXCO, Integrated Dashboard and Think Tank resolutions • Manage International Relations and protocol in the Public Protector's office • Oversee the development of policies in the Public Protector's office • Coordinate the investigations and administration in the Public Protector's office • Coordinate completion of Special Attention Matters (SAM) and ordinary investigations • Coordinate and implement strategic planning processes • Review institutional performance and Parliamentary queries • Oversee the compliance and implementation of the service delivery charter of the Public Protector South Africa • Coordinate and act as the secretariat of EXCO meetings and supervise Think Tank secretariat • Enhance collaboration with stakeholders • Ensure that necessary research and sourcing of information is done for the Public Protector • Observe office protocol at all times • Provide general administration and office management in the Public Protector's Office • Manage staff in the Public Protector's Office.

**Enquiries:** Mr Solomon Maredi, tel. (012) 366-7146

### EXECUTIVE MANAGER: COMPLAINTS AND STAKEHOLDER MANAGEMENT

**Based on Performance Enhancement and Accountability System**

**All-inclusive package: R1 042 500 per annum (Ref. PPSA 03/05/2016) • Head Office, Pretoria**

**Requirements:** • Minimum of 3-year tertiary qualification in Communication, Journalism, Public Relations, Marketing or equivalent qualification • Relevant experience and/or accredited training certificates in customer relations/complaints handling and stakeholder management will be an added advantage • 10 years' relevant experience of which 5 years must have been at Senior Management level, in community work with key functions, including stakeholder engagement, development facilitation, public awareness and community outreach work, marketing, events management, monitoring and evaluation • Experience in the field of human rights and social service delivery would be advantageous • 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 stakeholder relations management, outreach, customer service, strategic planning, financial management, project management, human resources management practices, and change management principles • Valid driver's licence and excellent skills in computer packages • 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.

**Duties and responsibilities:** • Design and coordinate implementation of vibrant stakeholder management 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 assessment and reviews, 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 • Assist the Public Protector in the execution of high-profile engagement • Ensure proper management of intake and assessments of complaints and reviews • Oversee and monitor the usage and consistent application of corporate identity.

**Enquiries:** Mr G Tyelela, tel. (012) 366-7079

### SENIOR INVESTIGATOR: QUALITY ASSURANCE

**All-inclusive package: R726 276 per annum (Ref. PPSA 04/05/2016) • Head Office, Pretoria**

**Requirements:** • Appropriate LLB degree qualification or equivalent qualification • Minimum of 5 years' relevant experience in investigation coupled with legal editing or academic research • Practical experience in legal editing and legal research/law publications including articles published in law journals will be an added advantage • Prospective candidates with experience as authors or researchers will also be considered.

**Skills, knowledge and competencies:** • Professional, objective and neutral • Attention to detail • Ability to conduct legal research • Holistic thinker • Exceptional writing skills • Analytical skills • Willingness to travel extensively • Thorough knowledge of Administrative and Constitutional Law.

**Duties and responsibilities:** *Think Tank administration:* • Act as Secretariat of the Think Tank Committee • Effectively and efficiently manage Think Tank Committee procedures and processes by convening meetings • Screen all draft investigation reports in premises for the Think Tank and for adherence to Think Tank operational manual and provide guidance • Consolidate investigation reports as per prescribed format and timeframes prior to meetings. *Quality assurance and reporting:* • Ensure responses/inputs made on reports are followed up with relevant investigators within set timeframes • Conduct possible research on investigative reports and ensure final editing of reports is completed • Disseminate signed reports to relevant State organs • Ensure that investigative reports sent to the Public Protector by all Investigators meet the reporting standards and are of good quality • Ensure that signed investigative reports are disseminated to all relevant stakeholders within set timeframes.

**Enquiries:** Mr Tshepo Mokoena/Mr Solomon Maredi, tel. (012) 366-7031/7146

**Note:** All appointments will be done in terms of the Public Protector Act and a 6-month probation period which may be extended to 12 months will be applicable. The successful candidate will be expected to sign the secrecy declaration form and performance agreement within 3 months of accepting the position. All successful candidates will have to undergo security clearance, vetting and competency assessments may be conducted.

**NB:** The Public Protector reserves the right to make a short appointment, not shorter than a year in respect of the post of Chief Executive Officer and Chief of Staff.

The Office reserves the right not to fill the vacancies. Correspondence will be limited to short-listed candidates. Should you not be contacted within 3 months of the closing date, please consider your application to be unsuccessful.

**To apply, please visit our website at [www.publicprotector.org](http://www.publicprotector.org) for full details on these posts.**

Applications must be accompanied by a covering letter with a detailed CV and 3 references (including certified copies of qualifications and ID document).

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 organisation.

People with disabilities, Coloureds, Indians and females will be given preference.

**Please direct your application, stating the relevant reference number, for the attention of Mr T Khunou, to Private Bag X677, Pretoria 0001 or hand deliver to the Public Protector House, 175 Lunnon Road, Hillcrest Office Park, Hillcrest, Pretoria, or e-mail to [Applications@pprotect.org](mailto:Applications@pprotect.org)**

**Closing date:** 20 May 2016