

# V A C A N C Y

## Senior Manager: Complaints and Stakeholder Management

Reference: PPSA 06/01/2024, Location: Pretoria, Head Office

All –Inclusive Package: R1,162 200.00 to R1, 365 411.00 per annum

### Competencies :

A dynamic, driven, outcomes oriented individual with excellent communication and interpersonal skills • A systematic self-starter who displays excellent attention to detail, takes initiative and strives to improve own performance • Excellent leadership skills • Excellent planning and coordination skills • Analytical thinking and sound judgement • Passion for performance • Ability to negotiate and influence others • Facilitation and presentation skills • Report-writing skills • Service delivery orientated • Ability to plan and manage budget • Competent in public speaking, leadership, management, problem solving, conflict and dispute resolution.

### Requirements :

A SAQA recognised Bachelor's degree (NQF7) in the field of Law, Marketing, Communications, Public Administration • A relevant postgraduate qualification will be an added advantage • Accredited training certificates in Stakeholder Management and Communication • 8 years' relevant experience of which 5 years should have been at Middle Management level • Experience in working in a legal environment will be an added advantage • Knowledge and experience in stakeholder management, International Relations and Communication. • Understanding of legal prescripts dealing with complaints resolution processes • Relevant experience Customer Relations/Complaints handling, public awareness and community outreach work, marketing, events management, Call Centre management • Proficiency in at least 3 of the indigenous languages will be an advantage • Good understanding of Cooperative Governance Frameworks • Knowledge of 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 :

Manage the implementation of the Integrated Access and Stakeholder Management Strategy and Implementation Plan • Coordinate outreach and stakeholder relations management and prepare reports thereon • Coordinate international relations and ensuring reporting • Develop/review strategies, policies and programmes for implementation and management of case or complaint intake, preliminary assessment and customer service • Manage Intake, Assessments and Customer Service • Manage Reception, Registry and Call Centre • Ensure the development and implementation of effective Customer Service Management processes • Develop strategy to facilitate access to PPSA services by all communities • Assist in the execution of high-profile engagements • Manage the finalisation of emergency matters in support of the Complaints Resolution Officer • Develop business intelligence reports on reported complaints • Manage Human and Financial Resources (asset management, human and financial resources).

**Enquiries: Mr T Khunou on 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 vacancy.

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)

**CLOSING DATE: 02 FEBRUARY 2024 @ 16:30**