

V A C A N C I E S

Investigator

Location: **North West, Mahikeng**
Reference: **Ref: PPSA 01/06/2021**
Basic salary: **R408, 267.00 per annum 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 and willingness to travel • Fluency in English and other official language relevant to the Province/Region.

Skills:

Knowledge of good governance • 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 • Forensic investigation skills will be an advantage • Effective general management and administration skills in addition to above.

Competencies:

Ability to timeously resolve queries and finalise investigations, 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 Duties and Responsibilities:

Conduct Investigations on complaints relating to maladministration in state organs and parastatals, abuse or unjustifiable exercise of power or other improper conduct or undue delay by persons performing a public function, and any act or omission by persons in the employ of government which may result in improper prejudice to any person • Give complainants feedback on progress made. Investigate and finalize allocated cases within the stipulated turnaround times. Apply ADR mechanisms • Monitor implementation of the remedial action of the Public Protector • Submit prescribed accurate and complete monthly and quarterly statistical reports to the supervisor. Submit closing reports/letters to the supervisor within timelines set in the investigation plan.

Enquiries:

Mr E Seeco , tel. **(018) 381 1060/61**

Registry Clerk

Location: **Head Office, Pretoria**
Reference: **Ref: PPSA 03/06/2021**
Basic salary: **R173, 703.00 per annum plus benefits**

Requirements:

A three-year qualification (NQF Level 6) in Public Administration/Public Management/Office Management or any three-year administration related qualification • Completed 12 months Internship programme in Registry or in a related field • Knowledge of filling of documents, storage and retrieval procedures in terms of the working environment • Understanding of how Registry functions • Proficiency in Microsoft Office is essential.

Competencies and Skills:

Good verbal and writing skills. Ability to work independently and in a team • Ability to work under pressure • Demonstrating ability to relate with colleagues, internal and external customers • Reliable and hardworking • Accuracy • Ethical conduct • Attention to detail • Ability to maintain a high level of confidentiality • Professionalism • Good Customer Service skills • Ability to meet deadlines and work under pressure • Ability to maintain a high level of confidentiality.

Key responsibilities and duties:

The successful candidate will be responsible for opening and registering mail • Receive and register new complaints received by email, fax and walk-in complaints • Reading the content of the complaint to understand the details of the matter for registering in the system according to individual matters • (National and Provinces) • Scanning and registering complaints manually and electronically • Typing of acknowledgement letters for complainants • Capturing of all new complaints • Manual and electronic allocation of numbers to newly opened files • Dispatching all new files for allocation • Receive, sort and register all finalised files for shared drive and filing • Receive, sort and register all incoming correspondence • Distribute correspondence or files • Answer incoming calls from new & old complainants (Customer Service) • Ensure that all registry information is accounted for and tracked • Ensure compliance with records management policy and procedure.

Enquiries:

Ms T Makhubele , tel. **(012) 366 7053**

ICT Helpdesk Operator

Location: **Head Office, Pretoria**
Reference: **Ref: PPSA 02/06/2021**
Basic salary: **R208, 584.00 per annum plus benefits**

Requirements:

An appropriate 3 year National Diploma in Information Technology/System Support or any relevant Higher ICT certification • One (1) to two (2) years' experience in providing ICT support • Computer literacy (MS Windows, MS Office and Internet, desktop connectivity and related peripherals) • Experience with call management systems and tolls will be an added advantage.

Skills:

Advanced computer literacy • Ethical conduct • Excellent interpersonal and communication (both written and oral) skills, demonstrating outstanding ability to correspond with colleagues, internal and external customers • Analytical and organisational skills • Customer Orientation/Focus • Ability to manage many tasks at once and work against short deadlines • Attention to detail • Initiative • Ability to maintain a high level of confidentiality.

Competencies:

Advanced computer literacy • Ethical conduct • Excellent interpersonal and communication (both written and oral) skills, demonstrating outstanding ability to correspond with colleagues, internal and external customers • Analytical and organisational skills • Customer Orientation/Focus • Ability to manage many tasks at once and work against short deadlines • Attention to detail • Initiative • Ability to maintain a high level of confidentiality.

Key responsibilities and duties:

Provide first-level support to all staff on ICT and related problems • Respond to and deal with technical queries • Proactively provide ICT and related services to all staff • Ensure that all reported problems are recorded on the system, referenced and escalated to relevant ICT support personnel, as well as follow up on reported problems, document resolutions, generate incident reports and close all reported incidents and problems • Assist with installation and configuration of computer systems, upgrading and replacing hardware and troubleshooting computer problems • Support workstation software with patches, Internet connectivity, business applications and operating systems • Logging of calls to SITA for services • Logging of calls to different suppliers to report malfunctioning of hardware • Add + activate new users + deactivate those who resign on exchange • Reconnect/Activate emails that are not functioning. Update of Software (e.g. Microsoft Office) on User computers (laptops and/or desktops).

Enquiries:

Ms L Motlhabi , tel. **(012) 366 7103**

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.

A successful candidate will have to undergo security clearance, vetting and competency assessments may be conducted.

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.

People with Disabilities will be given preference.

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

Head Office, Pretoria for the attention of **Ms P Moota** by email to **Applications@pprotect.org**
North West, Mafikeng for the attention of **Mr E Seeco** by email to **ApplicationsNW@pprotect.org**

Closing date: **11 June 2021 at 16:30**