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## **STUDENT INTERNSHIP POSITION:** **OFFICE OF THE OMBUDSMAN**

An internship programme is an intervention by the City of Johannesburg to address the growing demand by a tertiary institution for students to undergo on-the-job exposure, as a pre-requisite to acquire an academic qualification or as a requirement after the acquisition of academic qualification to obtain experiential training. The City is committed to providing work-based training for students.

- This Vacancy is open to all qualifying **STUDENTS** in the Johannesburg Community for a period **not exceeding 18 months**
- Interested applicants are invited to apply for the positions listed in the circular.
- Complete the online job application form and attach all relevant documents (Certified Qualification/s, ID, and CV).
- The City of Johannesburg reserves the right not to make an appointment.
- Appointments will be made in accordance with the COJ Employment Equity policy and People with disabilities are encouraged to apply.
- The City of Johannesburg is an equal opportunity employer.

### **WHERE TO APPLY**

[https://www.joburg.org.za/work\\_/Pages/Work%20in%20Joburg/Vacancies/2021%20Internships/2021-Internships.aspx](https://www.joburg.org.za/work_/Pages/Work%20in%20Joburg/Vacancies/2021%20Internships/2021-Internships.aspx)

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted: Credit Record, CV validation and Employment record verification, Criminal check, and Identity validation.



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The City of Johannesburg (CoJ), Office of the Ombudsman has the following Internship opportunities available for a period NOT exceeding eighteen (18) months

**DEPARTMENT:**

**Office of the Ombudsman**

**BRANCH:**

**Complaints and Investigations**

**DESIGNATION:**

**Internship: Trainee Investigator  
(Law Graduate)**

**REMUNERATION:**

(Qualification completed with min 360 credits):

**R9 043,21 pm (Basic Salary, no benefits)**

(Enrolled as a student) :

**R3 500.00 pm (Basic salary, no benefits)**

**LOCATION:**

SAPPI Building, 48 Ameshoff Street,  
Braamfontein, Johannesburg

**MINIMUM REQUIREMENTS:**

- Grade 12 plus studying towards a Bachelor of Laws Degree (LLB) or other relevant qualification; OR
- Completed Bachelor of Laws Degree (LLB) with 480 credits or other relevant qualification;
- Only City of Joburg residents will be considered.

**PRIMARY FUNCTION:**

**Ensure that adequate and effective record-keeping services are maintained in terms of the National Archives Act by processing, storing, retrieving, and managing hard copy and digital records and information and providing administrative support service to the unit.**

**KEY PERFORMANCE AREAS:**


- Assist in attending to complaints with telephone and walk-in complaints;
- Assist in investigating complaints;
- Assist in analysing and screening complaints;
- Assist in assessing and evaluation of complaints;
- Assist with record keeping and file administration;
- Assist with compiling and submitting statistical reports on investigations;
- Assist in tracking pending complaints and reeling them to relevant Departments and Institutions;
- Ensure timeous delivery of service and turnaround time on investigations;
- Assist in interviewing and advising clients/complaints timeously;
- Assist in preparing and consolidating reports for the Ombudsman;
- Assist in performing any other relevant duties as delegated by the supervisor from time to time.


**LEADING COMPETENCIES:**

- Computer literacy (MS Office applications) and email.



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#### **CORE COMPETENCIES:**

- Language proficiency (reading and writing) in English and excellent written, verbal and listening communication skills;
- Problem analysis and problem-solving;
- Ability to work with numbers.

#### **ENQUIRIES ONLY:**

**Contact Person:** Mthunzi Kunene  
**Tel No:** (011) 288 2800

**Please take note that only online applications will be considered. Please apply by using the following link below:**

<https://share-eu1.hsforms.com/1yZgZoLncQLKG1zaSrGPBigew554>

**APPLY ONLINE VIA WEBSITE:** [www.joburg.org.za](http://www.joburg.org.za)

**CLOSING DATE: TUESDAY, 08 NOVEMBER 2022**

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“City of Johannesburg is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability”