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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

**PERMANENT POSITION**  
**Deputy Director: Integrated Service Delivery**

**APPLICATION REQUIREMENTS**

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership to professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.
- Applicants are advised to use Google Chrome when applying for CoJ positions.

**DISCLAIMER**

- The City of Johannesburg is currently recruiting and will not demand payment in any form for any job placement. All vacancies are advertised in newspapers and on the CoJ website.
- The City of Johannesburg applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. We are an equal-opportunity employer.
- 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.
- However, registering your CV and/or receipt and acknowledgment of any kind shall not be an indication that your application will be successful and/or lead to employment.
- The City of Johannesburg shall not be liable for any damage, loss, or liability of whatsoever nature arising from your use of the job opportunity section of this website.
- The City of Johannesburg reserves the right not to make an appointment.
- Any misrepresentation or failure to disclose material information on the application form or CV will automatically disqualify your application.



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## DEPUTY DIRECTOR: INTEGRATED SERVICE DELIVERY

**Department:** Citizen Relationship and Urban Management  
**Branch:** Integrated Service Delivery  
**Designation:** Deputy Director: Integrated Service Delivery  
**Salary Range:** R57 490.30 pm (basic salary excluding benefits)  
**Location:** Roodepoort Civic Centre

### Minimum Requirements:

- Grade 12 / NQF level 4;
- Degree in Public Administration, Public Management, Community Development, Urban Management or equivalent degree;
- Post graduate qualification will be an advantage.
- 7 - 8 years' experience in local government and/or public service environment of which 4 years' experience is a middle management level.
- Good knowledge of Batho Pele and Corporate Governance principles.
- Sound knowledge of Local Government and relevant legislation.

### Primary Function:

To lead, direct, manage, guide, facilitate and coordinate the Integrated Service Delivery Strategy of the Region ensuring that the unit meets the goals and objectives of Citizen Relationship and Urban Management function of the City.

### Key Performance Areas:

- Render an efficient and effective urban management service in the Region.
- To render acceptable level of municipal services are delivered in the Region.
- To maintain relationship with all relevant stakeholders in respect of service delivery in the Region (including regular City users such as business, residents, hawkers, taxi's, religious groups, ratepayers, etc).
- Provide an effective and efficient Monitoring, Evaluation and Reporting function in the Region.
- To provide Urban Management Regulatory and Compliance function in the Region.
- Coordinate and facilitate effective and efficient City Safety Programmes in the Region.
- Directing and controlling the Key Performance Indicator's, deliverables and outcomes of employees within the Department.
- Managing the implementation of financial controls/ procedures and providing information to support financial planning processes.
- To comply with relevant legislative framework including the City's Code of Ethics, manage and mitigate risk effectively.

### Leading Competencies:

- Computer literacy (MS Word and Excel).
- Ability to manage people.



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- Good Oral and Written Communication skills.
- Community Organising / Development.
- Diversity; and
- Conflict Management

**Core Competencies:**

- Strong People Management and
- Leadership skills.
- Customer Focus.
- Negotiation and
- Emotional Intelligence.

***“All suitably qualified candidates are encouraged to apply and will be considered. The City of Johannesburg applies the principles of employment equity as per National legislation and policy guidelines and will consider designated groups in line with these requirements. Preference will be given to previously disadvantaged groups including those with disabilities. Appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability.”***

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

<https://share-eu1.hsforms.com/14INTx381QUqNOZuiFbSgfQew554>

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

**ENQUIRIES ONLY:**

**Contact Person:** Nomasithandaze Mbelo  
**Tel No:** 011 064 0903

**CLOSING DATE: TUESDAY, 06 FEBRUARY 2024**

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,
- Employment record verification,
- Criminal check,
- Identity validation.