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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

PERMANENT POSITION
Director: Citizen Relations and Interface

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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DIRECTOR: CITIZEN RELATIONS AND INTERFACE

<u>DEPARTMENT:</u>	Citizen Relationship & Urban Management (CRUM)
<u>BRANCH:</u>	CRUM Head Office
<u>DESIGNATION:</u>	Director: Citizen Relations & Interface
<u>REMUNERATION:</u>	R71 274,46 pm (basic salary, excluding benefits)
<u>LOCATION:</u>	Traduna Building, Braamfontein, Johannesburg

Minimum Requirements:

- Grade 12/Matric and a Bachelor's Degree in Public Management/Business Administration/Project Management/Urban Management Qualification or Equivalent (NQF level 7);
- Ten (10) years overall experience in Local Government, Provincial and National Government with at least five (5) years' experience at middle management.

Primary Function:


To direct and lead the Citizen Relations and Interface programmes by ensuring the development, management and implementation of effective strategies, structures, systems, policies, procedures, and practices. To lead and direct citizen relations for both internal and external stakeholders in close collaboration with the regions, entities, and departments within the City. To provide an efficient and effective Service Delivery interface and coordination between regions, entities, departments, and other spheres of government. Provide insight into the services required by the community and defining the desired service level (Service Level Agreement), by introducing approaches for sustainable urban and built environment management, manage and coordinate all administrative and operational activities thus ensuring that the department meets the goals and objectives. Integrated Service Delivery in the various Regions.


Key Performance Areas:

- Develop, implement, and monitor the implementation of the Citizen Relationship Management Strategy and Plan;
- Management and administration of the central service delivery unit within the Office of the Group Head by closely coordinating and monitoring the implementation of service delivery programmes and operations implemented across the regions, especially those implemented by the ISD unit and AFS units across the regions;
- Develop systems to better manage and coordinate regional service delivery activities and programmes;
- Develop and coordinate the implementation of the CBP community outreach and conversation plans;
- Effective and efficient financial and risk administration, procurement, and expenditure management for improved service delivery, especially initiatives by ISD and AFS units within CRUM;



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- Manage the implementation of financial controls or procedures and provide information to support financial planning;
- Input into the development of the department business plan and SDBIP.

Leading Competencies:

- Computer literacy (MS Office Packages, including Word, Excel, and PowerPoint);
- Good communication skills (verbal and written);
- Monitoring and Evaluation;
- Analytical skills;
- Research skills.

Core Competencies:

- Knowledge of the South African Local Government system, South African Government and Governance System;
- Knowledge of Public Participation and Stakeholder Relations;
- Knowledge of Local Government Service Delivery mandates and understanding of Built Urban Environment and Management.

“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/1EuKn6WArRDq_bEZgaGV56gew554

APPLY ONLINE VIA THIS LINK: www.joburg.org.za

ENQUIRIES ONLY:

Contact Person: Thabiso Nkosi
Tel No: 011 375 6039

CLOSING DATE: TUESDAY, 20 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.