



The President of the Republic of South Africa proclaimed, by Proclamation No 44 of 2010, the establishment of the Office of the Chief Justice (OCJ) as a National Department on 23 August 2010 to support the Chief Justice as the Head of the Judiciary and the Head of the Constitutional Court. The services of the following dynamic person are required to capacitate the Office:

REFERENCE : 2016/203/OCJ

POST : DEPUTY DIRECTOR: SERVICE DELIVERY IMPROVEMENT

CENTRE : NATIONAL OFFICE: STRATEGY AND REPORTING

LEVEL : MIDDLE MANAGEMENT SERVICES (MMS) LEVEL 11

SALARY : R 612 822.00 - R 721 878.00 per annum (all-inclusive). The successful candidate will be required to sign a Performance Agreement.

REQUIREMENTS:

- Relevant National Diploma/ Bachelor' degree in Public Management or Administration and related fields
- Postgraduate qualifications will be added advantage
- Minimum of 5 years' experience of which 3 years' in Service Delivery Improvement environment at Assistant Director level
- Knowledge and experience in the application of the provisions of the relevant legislation, policy and regulations that govern the Public Service
- A Valid Driver's License and willingness to travel

SKILLS AND COMPETENCIES:

- Knowledge and understanding of Service Delivery Improvement Programmes
- Understanding and knowledge of Batho Pele principles
- Financial management skills
- Strategic leadership capability
- Communication skills (vebal and written)
- Computer literacy
- Project management skills
- People and resource management skills
- Research and development expertise
- Strategic change and risk management
- Presentation and facilitation skills
- Ability to network
- Influence and impact

- Applied strategic thinking
- Computer Literacy e.g. Excel, Word and PowerPoint.

KEY RESPONSIBILITY AREAS:

- Develop and manage OCJ service delivery model
- Develop and monitor implementation of the SDIPs and the internal service delivery policies and strategy
- Ensure improved client satisfaction, customer relations and customer care plans
- Develop and review the Service Delivery Charter
- Monitor service standards at all service points in the Department and agreement/service commitment charter
- Manage institutional performance on service delivery matters
- Facilitate the development of the Standard Operating Procedures
- Manage the OCJs complaints management processes
- Manage the customer service improvement programmes
- Participate the National service delivery and innovations fora.

ENQUIRIES: Ms L Mothemane 📞 (010) 439 2500

APPLICATIONS: Quoting the relevant reference number, direct your application to:
The Director: Human Resources, Office of the Chief Justice, Private Bag X10,
MARSHALLTOWN, 2107. For the attention of HR Directorate. Applications can also be hand delivered to the Office of the Chief Justice, 188, 14th Road, Noordwyk, Midrand, 1685.

CLOSING DATE: **5 August 2016**

NOTE: In the filling of the advertised posts, the objectives of the Constitution of South Africa, 1996 and the staffing policy of the Public Service broadly will be taken into consideration. Applications must be submitted on Form Z83, obtainable from any Public Service Department. A Z83 & CV must be accompanied by certified copies of qualifications, identity document and driver's license. A SAQA evaluation report must accompany foreign qualifications. Applications that do not comply with the above mentioned requirements will not be considered.

The Office of the Chief Justice is an equal opportunity employer. In the filling of vacant posts the objectives of section 195 (1)(i) of the Constitution of South Africa, 1996 (Act 108 of 1996), the Employment Equity imperatives as defined by the Employment Equity Act, 1998 (Act 55 of 1998) and relevant Human Resources policies of the Department will be taken into consideration. The successful candidate/s will be subjected to Pre Vetting (Pre-Screening) Financial records will only be checked and considered for applicants applying for Finance related posts. Upon appointment applicants will be subjected to vetting with the purpose of determining their security competency.

All candidates selected for SMS posts must undergo competency assessment test after the interview.

If you do not hear from us within 3 months of this advertisement, please accept that your application has been unsuccessful. The department reserves the right not to fill these positions.

Please refer to the Recruitment Policy in terms of relocation and resettlement enquiries.

We welcome applications from persons with disAbilities 