

# FREE STATE PROVINCE



## FREE STATE PROVINCIAL GOVERNMENT VACANCY CIRCULAR 99/2007

**TO ALL HEADS OF PROVINCIAL DEPARTMENTS**

### **ADVERTISEMENT OF POST: DEPARTMENT OF THE PREMIER**

The above-mentioned circular is attached for your information. The content thereof should be brought to the attention of all staff.

Please take note that all enquiries with regard to the circular should be made to the official as indicated in the circular and not to the Human Resource Advice, Co-ordination, and Management Directorate: Department of the Premier.

  
DEPARTMENT OF THE PREMIER

DATE: 2007/11/5

Department of the Premier ▼ Departement van die Premier ▼ Lefapha La Tonakgolo

Human Resource Advice, Co-ordination and Management Directorate

# FREE STATE PROVINCE

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## DEPARTMENT OF THE PREMIER

**Free State Department of the Premier is an equal opportunity affirmative action employer.**

It is our intention to promote representativity (race, gender and disability) in the Department through the filling of these posts and candidates whose appointment/promotion/transfer will promote representativity will receive preference.

### **Directions to applicants:**

- Applications must be submitted on form Z.83, obtainable from any Public Service Department and must be accompanied by certified copies of qualifications, driver's license, identity document and a C.V. (Separate application for every vacancy). Applicants are requested to complete the Z83 form properly and in full. Qualification certificates must not be copies of certified copies.
- No e-mailed or faxed applications will be considered.
- Applications received after the closing date and those that do not comply with these instructions will not be considered. The onus is on the applicants to ensure that their applications are posted or hand delivered timeously.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualification Authority (SAQA).
- The successful candidate will be subjected to the verification of qualifications, reference checks as well as a criminal record check.
- Applicants are respectfully informed that if no notification on appointment is received within 4 months of the closing date, they must accept that their application was unsuccessful.

## **INSTITUTIONAL ENHANCEMENT DIRECTORATE**

**POST :** Assistant Manager: Customer Care and Service Delivery Improvement

**SALARY:** Level 9 – A basic salary of R157 686 per annum

**CENTRE:** BLOEMFONTEIN

**REQUIREMENTS:** The candidate must be in possession of an appropriate three year Degree preferable in the Management Services or Change Management field.  
Extensive experience with regard to developing and implementing customer care and service delivery improvement strategies.  
Special knowledge of relevant frameworks and policies applicable to customer care and service delivery improvement in the public service.  
Knowledge and understanding of customer care and service delivery improvement issues in the Free State and in South Africa.

**KEY RESPONSIBILITIES:**

- Assist with the facilitation, co-ordination and implementation of the Customer Care and Service Delivery Improvement Strategy for Free State Provincial Government.
  - Facilitate discussions in Provincial Departments and Municipalities that will contribute to the implementation of the Customer Care and Service Delivery Improvement Strategy for the Free State.
  - Execute research with regard to customer care and service delivery improvement in order to come up with proposals on how to improve this in government.
  - Provide advice and assist with the implementation of the Customer Care and Service Delivery Improvement Strategy
  - Determine the impact of implementation on customer care and service delivery improvement issues and provide inputs for the amendment of the strategy where necessary to achieve the desired outcome
  - Assist with regard to transverse customer care and service delivery issues within the province for example Public Service week, Africa Public Service Day, Citizen Forums etc.
- Reporting on Customer Care and Service Delivery Improvement issues of the FSPG.
  - Obtain information and compile reports on the implementation of the Customer Care and Service Delivery Improvement Strategy in Provincial Departments in the FSPG.
  - Obtain information and compile reports in order to make recommendations on the improvement of customer care and service delivery issues within the FSPG
- Participate in interdepartmental structures on customer care and service delivery improvement issues.
  - Attend the Provincial Batho Pele Co-ordinators Forum
  - Serve as Batho Pele Co-ordinator for the Department of the Premier
  - Provide feedback on departmental customer care and service delivery improvement issues for the Department of the Premier
  - Serve as secretariat for the Batho Pele Co-ordinators Forum
  - Provide inputs and enrich discussions on the implementation framework for customer care and service delivery improvement issues in Free State Provincial Government

**REFERENCE NO:** AM: CC & SDI

**ENQUIRIES:** Mrs. I.E. Griffiths  
Tel: (051) 405 5054

**APPLICATIONS:**

Ms. P. Norval  
Department of the Premier  
Human Resources Advice, Co-ordination and Management Directorate  
PO Box 517  
BLOEMFONTEIN  
9300

**or**

Hand deliver to:  
Brian Modise  
Room 22, Lebohang Building  
BLOEMFONTEIN

The Free State Provincial Government is an equal opportunity, affirmative action employer and it is committed to the achievement and maintenance of diversity and equity employment

**CLOSING DATE:**

**23 November 2007**