JOB OPPORTUNITY

VACANCY ALERT

Joburg

a world class African city

@CityofJoburgZA

@CityofJohannesburg

CityofJoburg



WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

PERMANENT POSITION:

Executive Manager: Complaints and Investigations

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 in 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 acknowledgement 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.

VACANCY CIRCULAR 118/2025

City of Johannesburg

Publication Date:
Thursday, 18 September 2025

Closing Date:
Thursday, 02 October 2025

This Vacancy is open to Employees of the City of Johannesburg and External Candidates

JOB OPPORTUNITY

VACANCY ALERT

a world class African city

@CityofJoburgZA
@CityofJohannesburg
CityofJoburg

EXECUTIVE MANAGER: COMPLAINTS AND INVESTIGATIONS

Department:	Office of the Ombudsman
Branch:	**Complaints and Investigations**
Designation:	**Executive Manager: Complaints and Investigations**
Remuneration:	R79 386,55 pm (basic salary, excluding benefits)
Location:	SAPPI Building, 48 Ameshoff Street, Braamfontein

Minimum Requirements:

- A B-Degree / NQF level 7 in Law, preferably an LLB or LLM, Postgraduate in Law;
- 10 years of experience in Law and 5 years' experience at middle/senior management with some level of strategic influence in a large enterprise or local government or sphere of equivalent significance and weight;
- Proven track record of keeping abreast of the changing legislative environment affecting Local Government;
- Excellent legal research and report writing skills, knowledge of contract law, local government By-Laws, general management expertise and the ability to lead one's professional peers;
- In-depth knowledge of the issues affecting residents and communities broadly in relation to service delivery;
- A proven ability to effectively manage an office of an executive In a complex and demanding environment whilst providing guidance to direct reports and administrative and support staff.
- Demonstrated expertise in complaint management using mediation and conciliation techniques.

Primary Function:

To strategically plan, direct, organise, co-ordinate and evaluate the overall functions of the Complaints and Investigations Unit in the Office of the Ombudsman. To investigate and resolve disputes efficiently, effectively, with discretion, exercise good judgment whilst applying proven methods of mediation and conciliation and recommending new policies to Council to improve service delivery and administrative agility, identify systemic risks and blockages and recommend solutions to address those risks and blockages, Generally, to help Council develop policies io address both existing and unprecedented challenges in the area of jurisdiction of the municipality.

Key Performance Areas:

- Investigate all complaints by residents relating to alleged acts of maladministration, administrative injustice, discourteous service, indignity, dishonesty, a lack of integrity and a contravention of a Constitutional Right/s by employees and officials of the City of Johannesburg.
- To help promote awareness of Human Rights amongst residents of the City of Johannesburg and generally to investigate complaints of contraventions and violations of Human Rights by the administration and to recommend appropriate redress;

- To work closely with the City Manager and the Ombudsman to promote a culture of respect for Human Rights in the City of Johannesburg.

Leading Competencies:

- To be fully computer literate and efficient in the use of email, electronic diaries, teleconferencing, videoconferencing, City systems and Microsoft Office applications, i.e. Word, Excel) Access, PowerPoint and Microsoft Teams.
- Demonstrated ability to strategically manage a Complaints and Investigations environment in an Ombuds environment where the principles of "Batho Pele" are the minimum standard expected in the delivery of a public mandate and service;
- Proven excellent drafting and report writing skills;
- Excellent liaison and communication skills;
- To operate effectively and efficiently at all levels of Council business and structures with little to no supervision.

Core Competencies:

- In-depth knowledge of the Constitution, the national policy environment and legislation applicable to local government;
- In-depth knowledge of the issues affecting residents and communities broadly in relation to service delivery complaints;
- Sound knowledge of risk 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 link below:

https://share-eu1.hsforms.com/1ZAR_lfimRZaAgVSZKDbZ6Aew554

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

ENQUIRIES ONLY:
Contact Person: Katlego Nthutang
Tel No: 010 288 2800

JOB OPPORTUNITY

VACANCY ALERT

a world class African city

@CityofJoburgZA
@CityofJohannesburg
CityofJoburg

CLOSING DATE: THURSDAY, 02 OCTOBER 2025

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, and
- Identity validation.