JOB OPPORTUNITY

VACANCY ALERT

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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

PERMANENT POSITION

Director: Service Delivery Excellence and Rapid Response

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.

VACANCY CIRCULAR

028/2025

City of Johannesburg

Publication Date:
Friday 14 March 2025

Closing Date:
Friday, 28 March 2025

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

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DIRECTOR: SERVICE DELIVERY EXCELLENCE & RAPID RESPONSE

Department:	Office of the City Manager
Branch:	**Office of the Chief Operating Officer**
Designation:	**Director: Service Delivery Excellence & Rapid Response**
Remuneration:	R75 599.04 pm (basic salary, excluding benefits)
Location:	48 Ameshoff Street, Braamfontein

Minimum Requirements:

- Matric Certificate/Grade 12;
- B Degree in Public Administration, Business Administration, Management Sciences or equivalent qualification recognized by SAQA at NQF level 7;
- 10 years' experience preferred in leadership/management, of which 5 years must be at middle management level or above in services delivery and monitoring environment; and
- Minimum Code 8 Driver's license.

Primary Function:

Responsible for strategic planning, leading, directing and monitoring the implementation of service delivery excellence and co-production programmes, while ensuring efficient mechanisms for effective query resolution and rapid response to critical issues raised by the community.

Key Performance Areas:

- Contribute to the development of the department and branch's strategic planning process;
- Lead the directorate's Service Delivery Budget Implementation Planning (SDBIP) process;
- Ensure sound financial planning and budgeting processes for the directorate;
- Lead and facilitate the directorate's demand planning process;
- Lead and facilitate the directorate's performance management planning process;
- Lead and manage the development of the directorate's Personal Development Plans (PDP's) process;
- Ensure effective and efficient directorate functions, processes, procedures, systems, and policies;
- Lead the recruitment, selection and placement process for sourcing suitably qualified staff for the directorate;
- Ensure effective and efficient procurement management in line with Supply Chain Management processes, legislative, regulatory, and policy framework;
- Provide sound leadership for the achievement of the directorate's objectives;
- Direct the delivery of the organizational development functions;
- Ensure effective control of the directorate's human resources;
- Ensure effective control of the financial resources control of the directorate;
- Ensure effective assets management and control of the directorate;
- Implement good governance and effective risk management systems;
- Ensure effective management of specific administrative and reporting requirements associated with the directorate and individual performance.

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Leading Competencies:

- Excellent strategic thinking, planning and execution skills including the ability to anticipate the talent and organization implications and identify strategic challenges and priorities;
- Demonstrated experience in organizational development and organizational design, particularly those areas that relate to the needs of a rapidly growing and changing organization working with highly dynamic and competitive employment markets;
- Proven ability to manage the people and process challenges associated with a rapidly growing multi-site organization, including developing a competitive edge in hiring, developing, and retaining top talent;
- Demonstrated ability to lead an organization through major changes and maintain momentum with the ability to inspire continuous focus on key business drivers and the organisation's mission and values;
- Possess excellent interpersonal, written and oral communication skills, and understand the implications their actions and the HR function will have on the strategic, financial and organizational demands of a rapidly evolving organization;
- Possess an exceptional level of intellectual, professional, and interpersonal agility and flexibility, combined with strong analytical and problem-solving skills;
- Good verbal communication (including presentation and public speaking) skills;
- Good written communication (MS Visio, MS PowerPoint, MS Word, MS Excel);
- Computer literacy in basic Microsoft and OrgDesign programs.

Core Competencies:

- Knowledge of the local government environment;
- Knowledge of the City's Strategy (IDP), prescribed Methodologies, Legislative, Policy, and Regulatory Framework;
- In-depth knowledge of function principles, techniques & tools and how they can be practically applied;
- Knowledge of Corporate Governance;
- Knowledge of principles and practices of municipal organisation, administration and personnel 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."

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

https://share-eu1.hsforms.com/1MqEEdzMiQa6gvL6kn4DVSQew554

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

ENQUIRIES ONLY:
Contact Person: Lereez Kamfer
Tel No: 011 407 6560

CLOSING DATE: FRIDAY, 28 MARCH 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,
- Identity validation.