

DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION

It is the intention to promote representivity in the Department through the filling of these posts. The candidature of applicants from designated groups especially in respect of people with disabilities will receive preference.



- APPLICATIONS** : Applications quoting the reference number must be addressed to Mr. Thabang Ntsiko. Applications must be posted to the Department of Public Service and Administration, Private Bag X916, Pretoria, 0001, or delivered to 546 Edmond Street, Batho Pele House, cnr. Edmond and Hamilton Street, Pretoria, Arcadia 0083, or emailed.
- CLOSING DATE** : 09 June 2025
- NOTE** : Applications must quote the relevant reference number and consist of: A fully completed and signed NEW Z83 form which can be downloaded at www.dpsa.gov.za/dpsa2g/vacancies.asp. From 1 January 2021 should an application be received using the incorrect application for employment (Z83), it will not be considered", a recent comprehensive CV; contactable referees (telephone numbers and email addresses must be indicated); Applicants are not required to submit copies of qualifications and other relevant documents on application but must submit the Z83 and a detailed curriculum vitae (Only shortlisted candidates will be required to submit certified documents, all non-SA citizens must attach a copy of proof of permanent residence in South Africa on or before the day of the interviews). Foreign qualifications must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). All shortlisted candidates for SMS posts will be subjected to (1) a technical exercise; (2) a generic managerial competency assessment; and (3) personnel suitability checks on criminal records, citizen verification, financial records, qualification verification and applicants could be required to provide consent for access to their social media accounts. Correspondence will be limited to shortlisted candidates only. If you have not been contacted within three (3) months of the closing date of the advertisement, please accept that your application was unsuccessful. The successful candidate will be expected to enter into an employment contract and a performance agreement within 3 months of appointment, as well as completing a financial interests declaration form within one month of appointment and annually thereafter. Note: Prior to appointment, a candidate would be required to complete the Nyukela Programme: Pre-entry Certificate to Senior Management Services as endorsed by DPSA which is an online course, endorsed by the National School of Government (NSG). The course is available at the NSG under the name Certificate for entry into the SMS and the full details can be sourced by the following link: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/>.

MANAGEMENT ECHELON

- POST 17/59** : **DIRECTOR: SERVICE DELIVERY SATISFACTION ASSESSMENT AND IMPROVEMENT REF NO: DPSA 07/2025**
- SALARY** : R1 216 824 per annum (Level 13), (an all-inclusive remuneration package). Annual progression up to a maximum salary of R1 433 355 per annum is possible, subjected to satisfactory performance. The all-inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employee Fund and a flexible portion that may be structured according to personal needs within a framework.
- CENTRE** : Pretoria
- REQUIREMENTS** : A minimum qualification at NQF level 7 in Public Administration / Management / Business Studies or equivalent qualification within the above-mentioned fields as recognised by SAQA. Minimum 5 years at Middle/ Senior management. Minimum 8 years' appropriate experience in Service Delivery Improvement environment. Knowledge of Constitution of the Republic of South Africa, Government legislative frame, Public Service legislative and policy frameworks, Government programs such as the National Development Plan, Key Strategic Priorities of Government and Understanding of Operations

Management. Attributes: Honesty, loyalty, reliability, accountability, optimism and resilience. Managerial Skills: Written and verbal communication, stakeholder management and coordination, strategic thinking and leadership, teamwork, confidentiality, research and change management. Generic Skills: Diversity Management, Communication and information management, Facilitation, Negotiation, Presentation, Report writing, Computer Literacy and Conflict Management. Technical Skills: Development of service standards, service delivery theory and practice, negotiation, business process analysis and solution development specifications, business processing mapping and improvement for automation or innovation, and system thinking, design and development.

- DUTIES** :
- Lead the strategic development, refinement and institutionalisation of prescripts relating to Service Delivery Satisfaction Assessment and Improvement across the public service. Manage the provision of implementation support to departments. Manage monitoring and evaluation of compliance and impact assessments of prescripts on Service Delivery Satisfaction and Improvement. Manage all the operations, systems and processes of the Directorate. Provide technical advice, support and capacity building to support the implementation of Service Delivery Improvement Plans, public Service Charter and Service Standards. Provide support to the Negotiation Team in the PSCBC on the institutionalisation of the Public Service Charter and the Resolutions. Manage the Directorate's strategic planning, performance management, human and financial resources. Manage all the operations, systems, and processes of the Directorate.
- ENQUIRIES** :
- APPLICATIONS** :
- Ms. Sibongile Moremi Tel No: (012) 336 1167
- Applications quoting the reference number must be addressed to Mr. Thabang Ntsiko. Applications must be posted to the Department of Public Service and Administration, Private Bag X916, Pretoria, 0001, or delivered to 546 Edmond Street, Batho Pele House, cnr. Edmond and Hamilton Street, Pretoria, Arcadia 0083, or emailed. E-mail your application to Advert072025@dpsa.gov.za

OTHER POST

- POST 17/60** :
- DEPUTY DIRECTOR: BATHO PELE MANAGEMENT REF NO: DPSA 08/2025**
- SALARY** :
- R896 436 per annum (Level 11), (an all-inclusive remuneration package). Annual progression up to a maximum salary of R1 055 958 is possible, subjected to satisfactory performance. The all-inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employee Pension Fund and a flexible portion that may be structured according to personal needs within a framework.
- CENTRE** :
- REQUIREMENTS** :
- Pretoria
- A senior certificate, a B. Degree in Public Administration or equivalent qualification within the above-mentioned field as recognised by SAQA. Minimum of 3 years' experience at an Assistant Director level. Minimum of 3-5 years of appropriate experience in a Service Delivery Improvement environment. Knowledge of the Constitution of the Republic of South Africa, government legislative frameworks, public service legislative frameworks, key strategic priorities of government, data and information analysis, Attributes: Management support, communication, in depth knowledge and understanding, good presentation skills, teamwork, change management skills, professionalism, interpersonal relations, good writing skills, reliability, and technical skills. Managerial Skills: Problem-solving skills, written and verbal communication, comprehension, teamwork, change management skills, professional relations, good writing skills, stakeholder management skills, teamwork and team cooperation, research skills, and project management skills. Generic Skill: Decision making skills, diversity management, communication and information management skills, facilitation skills, presentation skills, report writing skills, and conflict management skills.
- DUTIES** :
- To develop frameworks, toolkits, and policies to implement the Batho Pele. Manage the implementation of the Batho Pele programmes and the development of the Batho Pele standards. Facilitate and coordinate the Batho Pele learning and institutional Programme. Manage the implementation of the Batho Pele programme and development of the Batho Pele Standards. Monitor the implementation of the Batho Pele programs in the national and provincial departments. Conduct research on the stats of Batho Pele implementation in

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the public service and provide recommendations. Conduct advocacy and development sessions on the development of Batho Pele standards. Establish strategic partnerships with stakeholders on the advancement of Batho Pele learning and institutional development.

- : Ms. S.S. Moremi Tel No: (012) 336 1167
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