

printing buying and monitors quality controls. Defines design criteria, develops concept and direction, and proposes directs and creates art and photography. Operates a computer or uses traditional techniques for a variety of graphic activities, including desktop publishing and layout, production, illustration and prepress file preparations. Creates and develops media using digital art and photographic techniques. Monitors and tracks production projects to ensure proper and timely completion using file maker pro; works with outside vendors to meet production deadlines. Responsible for print and pre-press service specifications, purchasing, approvals and quality control. Maintains equipment and supply inventory and maintains accurate files and records thereafter. Contributes to the editorial development of projects. Manage the visual execution of designs and layout briefs by collecting, designing and manipulation of artwork and photographic material, text compilation and finalisation for the press and web. Implementation of policies, procedures, directives, acts and regulations. Establish, maintain and ensure a good working relationship with the department and relevant stakeholders. Ensure the implementation of effective risk and compliance management. Ensure effective and efficient management of human, physical and financial resources within the Unit Coach and guide staff on best practices and compliance with regulatory requirements.

**ENQUIRIES  
APPLICATIONS**

: Head Office: Ms V Motshegoe, Tel No: 012 406 4252  
: Applications compliant with the "Directions to Applicants" above, must be submitted online at <https://erecruitment.dha.gov.za> or [commsrecruitment@dha.gov.za](mailto:commsrecruitment@dha.gov.za)

**POST 11/60**

: **CIVIC SERVICES SUPERVISOR: AMENDMENTS AND RECTIFICATIONS,  
REF NO: HRMC 11/26/20**  
Sub-Directorate: Amendment and Rectifications

**SALARY  
CENTRE  
REQUIREMENTS**

: R397 116 - R467 790 per annum (Level 8). (An all-inclusive salary package  
: Head Office: Tshwane  
: An undergraduate qualification in Public Administration, Public Management, Operations or Business Management at NQF 6 as recognized by SAQA. Two (2) Years' supervisory experience in Amendments and Rectification registration processes. Knowledge of Births and Deaths Registration. Knowledge and understanding of all Departmental Legislations and Prescripts (Civic Services). Basic knowledge of Human Resource Regulatory Framework. Basic knowledge of Public Service Regulations. Required skills and competencies: Interpersonal Relations. Flexibility. Accountability. Analytical skills. Planning and Organising. Conflict Resolution. Time Management. Ability to meet deadlines. Strong Client and Customer Service. Computer literacy. Planning and Organising. Good verbal and written. Communication skills. Problem solving. Report writing.

**DUTIES**

: The successful candidate will be responsible for, amongst others, the following specific tasks: Supervise and coordinate the effective daily operations of the Amendment and Rectifications Unit. Monitor daily performance against service level standards, including turnaround times, backlogs, trends, and error rates, and take corrective action or escalate in line with DHA guidelines. Perform end-of-day operational controls and compile daily and weekly performance reports on turnaround times, volumes processed, and error rates. Implement measures to ensure quality service delivery and adherence to prescribed standards. Manage records and documentation in accordance with DHA records management policies and prescripts. Attend to standard and non-standard operational requests and issues raised by staff. Provide technical advice, guidance, and on-the-job support to staff in the execution of daily tasks. Allocate daily work to staff members and monitor progress against daily targets and outputs. Identify operational challenges (capacity constraints, training gaps, bottlenecks) and recommend solutions to management. Coach and guide staff on DHA policies, procedures, and compliance requirements. Remain up to date with legislative requirements, DHA policies, and circulars, and ensure accurate implementation. Liaise with Front Offices, Foreign Offices, and members of the public regarding application status, enquiries, and advisory matters. Escalate all irregularities and suspected fraudulent activities to management or Counter Corruption and Security in accordance with prescribed procedures. Support digital transformation initiatives. Client Service and Stakeholder Relations. Risk Management, Compliance, and Quality Assurance. Ensure effective and efficient management of human, physical and