

**NATIONAL SCHOOL OF GOVERNMENT**

*The National School of Government (The NSG) contributes to the building of an effective, capable and professional public service through the provision of relevant, mandatory and non-mandatory training programmes. Suitably qualified, dynamic, passionate, and experienced persons are invited to apply for the vacant permanent positions. Applicants are requested to visit the NSG website at [www.thensg.gov.za](http://www.thensg.gov.za) or [www.dpsa.gov.za](http://www.dpsa.gov.za) for information on the requirements and duties of the position.*



- APPLICATIONS** : Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001 or use e-mail I indicated for each post. Should you submit your application and CVs to the address not as specified, your application will be regarded as lost and will not be considered. Applicants are encouraged to apply via the e-recruitment system. For Attention and Enquiries: Kindly contact Ms Letty Raseroka Tel No: (012) 441 6626 or Mr Mpho Mugodo, Tel No: (012) 441-6017.
- CLOSING DATE** : 19 December 2022 at 16h00
- NOTE** : Applications must consist of: A fully completed and signed new Z83 form with a comprehensive CV containing contactable references. Only shortlisted candidates will be required to submit certified documents on or before the day of the interview. The relevant reference number must be quoted in the application form. Foreign qualifications must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). Shortlisted candidates might be subjected to a technical exercise for the post (s) All appointments are subject to personnel suitability checks such as security vetting, citizen verification, financial records check, and qualifications verifications. Applications who do not comply with the above-mentioned requirements as well as applications received late, will not be considered. The selection process of the SMS post will be in line with the Senior Management Service requirements. The successful candidate will be expected to sign a performance agreement within three months from the date of assumption of duties and to disclose particulars of all registrable financial interests within a month. The selection process will be in line with the NSG Recruitment and Selection Policy and other prescripts. The employment decision shall be informed by the Employment Equity Plan of the Department to achieve its employment equity targets. It is the Department's intention to promote equity (race, gender, and disability) through the filling of this post. The NSG reserves the right not to make an appointment and to use other recruitment processes. Correspondence will be limited to shortlisted candidates only. Successful completion of the Senior Management Pre-Entry Programme (Nyukela) is required for being considered for this SMS post. Enrolment for the course should be made on the NSG's website at <https://www.thensg.gov.za/training-course/sms-pre-entry-programme>

**MANAGEMENT ECHELON**

- POST 46/245** : **DIRECTOR: MANAGEMENT ACCOUNTING REF NO: NSG 25/2022**  
Job purpose: To ensure the financial sustainability of the National School of Government through the provision of efficient management accounting.
- SALARY** : R1 105 383 per annum (Level 13), an inclusive remuneration package, comprising basic salary (70% of package), contribution to the Government Employee Pension Fund (15% of basic salary level 13).
- CENTRE** : Pretoria
- REQUIREMENTS** : A tertiary qualification on NQF level 7 in Financial Management in the field of Business, Commerce, Management Studies, and Management Accounting. Successful completion of the Senior Management Pre-Entry Programme (Nyukela). Experience: 5 years' experience in management accounting at a middle/senior managerial level. Knowledge: In-depth knowledge of and experience in management accounting, forecasting, statistical analysis and modelling. Knowledge of BAS, PASTEL and PERSAL system. Knowledge and understanding of the Constitution of the Republic of South Africa and public sector legislation (including Public Service Act, Public Administration Management Act, Public Finance Management Act, Municipal Finance

Management Act). Theoretical and practical knowledge of best practice and cutting-edge management accounting. Sound knowledge of GRAP (Generally Recognised Accounting Practices), GAAP (Generally Accepted Accounting Practices) and zero-based basis of accounting, performance budgeting. Competencies/skills: Financial management experience combined with good analytical and planning skills. Statistical analysis, forecasting and reporting. Advanced Computer skills in MS Office Suite. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying current with finance trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Ability to analyse problems, identify solutions and take appropriate action, resolve conflicts using independent judgment and decision-making processes. Ability to establish and maintain effective working relationships with management, employees, stakeholders and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Travel and work extended hours.

**DUTIES**

: The incumbent will be responsible for the strategic leadership of the Directorate. Key Results Areas: Analyse and measure financial information using various tools, forecasting models and cost estimates database to provide interpretation for financial planning and decision making. Forecast revenue generation and cash flow, in line with Education, Training and Development (ETD) offerings, operational costs, client base and geography. Manage the NSG profitability and determine break-even points through analysis techniques. Identify bottlenecks through constraint analysis techniques and determine impact on cash flow and revenue-generating capacity. Advise in the design of new products by providing insights on the costs of new designs, comparing the cost to the target, and analysing variance. Manage the financial performance of the organisation by using standard costing, budgetary control, accounting ratios, cash and funds flow statements, cost reduction programmes and evaluating the capital expenditure. Manage the conceptualization, planning and development of departmental annual and multi-year budgets. Coordinate the budget planning, development, allocation and control in accordance with the Public Finance Management Act (PFMA), including MTEF, ENE and AENE. Manage and control the departmental expenditure based on expenditure forecasts, as well as aggregate spending that is aligned to the department's voted funds. Oversee the in-year budget maintenance and monitoring. Manage weekly bank and cash requisition of funds. Review and amend SCOA classifications where required. Undertake capital budgeting analysis and provide guidance on acquiring fixed assets and equipment. Develop and manage a collection strategy for the NSG on old and current debt. Prepare the Appropriation Statement for the NSG. Manage the maintenance, monitoring and reporting on the departmental budget. Develop and implement processes to prevent unauthorised expenditure and overspending of the voted funds. Manage the response to audit queries and ensure implementation of findings. Oversee the preparation and provision of monthly, quarterly and annual expenditure reports. Manage compilation of monthly debt account reconciliations and management reports, including management of debt cases. Manage irregular expenditure, fruitless and wasteful expenditure and thefts/ losses cases. Manage the development of new or review of existing management accounting policies and standard operating procedures and facilitate approval. Manage the review of management accounting systems, internal controls, tools, process flows and procedures. Monitor the implementation of policies and standard operating procedures. Facilitate and conduct periodic workshops with relevant internal and external stakeholders on approved policies, standard operating procedures and processes. Manage the compliance and adherence to approved policies, standard operating procedures and processes. Review tariffs and ETD performance. Manage human resources and equipment as well as operating procedures and standards. Manage performance of the directorate.

**ENQUIRIES**  
**APPLICATIONS**

: Letty Raseroka Tel No: (012) 441 6626  
: Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at [Recruitment.MMSSMS@thensg.gov.za](mailto:Recruitment.MMSSMS@thensg.gov.za).

**NOTE**

: Preference will be given to Youth, African Females, Coloured Females, and people with disability in accordance with our employment equity requirements.

## OTHER POSTS

<b><u>POST 46/246</u></b>	:	<b><u>DEPUTY DIRECTOR: FINANCIAL ACCOUNTING REF NO: NSG 26/2022</u></b>
<b><u>SALARY</u></b>	:	R766 584 per annum (Level 11), (an inclusive remuneration package commencing), comprising basic salary (70% 75% of package), contribution to the Government Employee Pension Fund (15% of basic salary) and a flexible portion.
<b><u>CENTRE REQUIREMENTS</u></b>	:	Pretoria A Bachelor's Degree/Advanced Diploma on NQF level 7 in Financial Management in the field of Business, Commerce and Management Studies. Experience: 3 years' experience in Financial Accounting at supervisory/management (ASD) level. Knowledge: Thorough understanding of the public sector, relevant policies, and applicable legislative frameworks (including but not limited to: Financial Legislation, Public Service Act; Public Administration and Management Act. In depth understanding of policy development, analysis, and implementation. Advanced computer literacy, including excellent working knowledge of MS Office suite and relevant software for financial reporting. Competencies/skills: Personal Attributes: professional knowledge and staying current practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Travel and work with extended hours, including away from office. Skills: Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills.
<b><u>DUTIES</u></b>	:	Manage the NSG travel account. Develop, review, and implement internal controls. Manage and resolve internal and external audit queries. Implement and improve systems based on the audit recommendation. Undertake the systems controller functions, including systems controller reports. Manage the finance systems and banking facilities, including relationships with banks. Prepare the submission of compliance reports in relation to the National Treasury guidelines. Prepare accurate monthly, quarterly, and annual financial statements. Prepare annual and quarterly National Treasury public entities template. Prepare financial information presentation for the Portfolio Committee, Audit Committee, and management structures. Monitor compliance with relevant GRAP and MCS standards. Provide advice and guidance on compliance with relevant reporting guidelines. Manage the accounting and reporting for donor funding. Develop new or review existing financial accounting policies and standard operating procedures and facilitate approval. Review financial accounting systems, tools, process flows and procedures. Monitor the implementation of policies and standard operating procedures. Facilitate and conduct periodic workshops with relevant internal and external stakeholders on approved policies, standard operating procedures and processes. Ensure compliance and adherence to approved policies, standard operating procedures and processes. Manage the safeguarding of source documents. Manage the allocated resources (people, finance, systems, assets, contracts) within the sub directorate. Support the functioning of relevant committees/ management structures. Prepare reports on the performance of the sub directorate against performance plans, business requirements and performance targets. Implement operations management within the sub directorate, including service standards, standard operating procedures, business process management, total quality management and digital transformation. Identify and manage operational risks within the sub directorate, as well as mitigation plans, including business continuity plans.
<b><u>ENQUIRIES APPLICATIONS</u></b>	:	Mpho Mugodo Tel No: (012) 441 6017 Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at <a href="mailto:Recruitment.MMSSMS@thensg.gov.za">Recruitment.MMSSMS@thensg.gov.za</a>
<b><u>NOTE</u></b>	:	Preference will be given to Youth, African Males, Coloured Males, White Males, Coloured Males, and people with disability in accordance with our employment equity requirements.

<b><u>POST 46/247</u></b>	:	<b><u>DEPUTY DIRECTOR: OUTCOMES AND IMPACT REF NO: NSG 27/2022</u></b>
<b><u>SALARY</u></b>	:	R766 584 per annum (Level 11), (an inclusive remuneration package commencing), comprising basic salary (70% 75% of package), contribution to the Government Employee Pension Fund (15% of basic salary) and a flexible portion.
<b><u>CENTRE REQUIREMENTS</u></b>	:	Pretoria A tertiary qualification on NQF level 7 in the field of Business, Commerce and Management Studies, Human and Social Studies. Experience 3 years' experience in a Monitoring and Evaluation environment at supervisory/management (ASD) level. Proven experience in the development of evaluation tools/instruments; compilation of evaluation reports, dissemination of findings and recommendations. Proven experience in the planning, designing and implementing of qualitative and quantitative M&E instruments, including the development of evaluation plans for Outcome and Impact evaluations. Extensive experience in the analysis of quantitative and qualitative data, using the relevant software where applicable. Knowledge: Thorough understanding of the public sector, relevant policies and applicable legislative frameworks (including but not limited to: Public Service Act; Public Administration and Management Act; Public Service Regulatory Frameworks; the Government wide M&E Policy and the National Evaluation Policy Framework). Specialist theoretical and analytical techniques, including extensive applied knowledge in monitoring & evaluation of programmes, projects, training interventions, and demonstrated ability to present analytical findings to different audiences. Practical knowledge and experience of statistical analysis and interpretation of data. Selecting and /or defining indicators, evaluation methodologies, data collection methods and reporting formats. Total Quality Management Systems inclusive of monitoring and evaluation in the ETD environment. Advanced computer literacy and practical knowledge of the use of software for monitoring and evaluation of training interventions, webinars, etc. (e.g. Mentimeter, Google Forms, MURAL, SPSS, Atlas TI, Lime survey, Survey monkey etc.). Competencies/skills: Strategic thinking and problem-solving skills. Advanced analytical skills in identifying and evaluating best practices. Exceptional written, organisational and verbal communication skills. Strong interpersonal skills. Attention to detail. Presentation and facilitation skills. Project management skills. Good research skills to produce credible and useful results that should help to guide organisational planning, decision making and curriculum development. Creativity and innovation. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying current with monitoring and evaluation practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; trustworthy. Detail oriented; creative and innovative. Ability to work under pressure. Travel extensively and work extended hours.
<b><u>DUTIES</u></b>	:	Plan, implement and manage the systematic monitoring of ETD interventions, in line with defined M&E frameworks, policies and standard operating procedures. Undertake continuous assessment of ETD interventions to determine whether these are being undertaken as planned, and against key performance indicators. Develop, quality assure and provide feedback on relevant reports (e.g. Facilitator and Participant Evaluation Reports) in line with defined M&E frameworks, policies and standard operating procedures. Manage monthly, quarterly and develop annual data statistical reports, undertake the necessary analysis and provide recommendations for improvement. Generate online survey links (e.g. special projects, master classes, seminars and webinars), analyse data and compile reports on the feedback received from surveys. Provide guidance, advice and support on the monitoring, evaluation, and reporting frameworks of the National School of Government. Plan, implement and manage the evaluation (e.g. design evaluations, acquired learning evaluations, outcome evaluations) of ETD interventions, towards the achievement of results, milestones, and impact of the outcomes based on the use of performance indicators. Develop, quality assure and provide feedback on relevant reports in line with defined M&E

frameworks, policies and standard operating procedures. Plan and conduct Evaluations of Acquired Learning (EALs) of identified ETD interventions by designing instruments, project plans for the evaluations and compiling reports for approval. Plan, design instruments for and conduct outcome evaluations of identified ETD interventions. Provide feedback to all stakeholders on the findings and follow up on action plans submitted by the various programme managers. Compile outcome evaluation reports and evaluate the application of learning that occurred at a participant, business unit and institutional level. Plan, implement and manage impact evaluation studies of identified ETD interventions. Design, pilot and manage relevant instruments for conducting impact evaluations. Implement impact evaluation plans, gather the relevant data and provide monthly progress reports. Compile annual progress reports on impact evaluation studies (phase 1) and submit final reports on identified impact evaluations. Provide evaluation feedback to the relevant stakeholders at close out of the impact evaluations. Facilitate for the utilisation of evaluation findings for enhanced learning, sharing, ETD improvements, planning and decision making. Develop survey links and manage the capturing of data related to all M&E activities. Manage the data process (including capturing, efficiency, correctness, verification, and quality) within determined time frames. Manage the quality of information produced, through detailed analysis of data.

**ENQUIRIES  
APPLICATIONS**

: Mpho Mugodo Tel No: (012) 441 6017  
 : Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at [Recruitment.MMSSMS@thensg.gov.za](mailto:Recruitment.MMSSMS@thensg.gov.za)

**NOTE**

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**POST 46/248**

: **DEPUTY DIRECTOR: TRAINING LOGISTICS REF NO: NSG 28/2022**

**SALARY**

: R766 584 per annum (Level 11), (an inclusive remuneration package commencing) comprising basic salary (70% 75% of package), contribution to the Government Employee Pension Fund (15% of basic salary) and a flexible portion.

**CENTRE  
REQUIREMENTS**

: Pretoria  
 : A tertiary qualification registered at (NQF Level 7) in the field of Business, Commerce and Management Studies, Human and Social Studies. 3 years' experience in an education, training, and development environment at supervisory/management (ASD) level. Knowledge: Public sector legislation, relevant policies and applicable legislative frameworks (including but not limited to: Public Service Act; Public Administration Management Act; Public Finance Management Act, Protection of Personal Information Act, National Qualifications Framework, SAQA, QCTO. Training/ Learner management and systems. Events management and co-ordination. Good writing and presentation skills. Problem solving skills. Operations management skills. Personal Attributes: Participate in professional development growth activities for maintaining professional knowledge and staying current with practices and trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Commitment to quality and continuous learning. Professional behaviour and sound judgement. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Travel and work with extended hours, including away from office.

**DUTIES**

: Support contracting panel of experts and Higher Education Institutions (HEI's). Maintain a database of contracted panel of experts and HEI's. Support the orientation of contracted panel of experts and HEI's through presentation on training logistics matters. Manage information of all contracted panel of experts and HEI's on the Training Management System (TMS), including their utilisation in the NSG as well as payments in line with set criteria and conditions. Manage the deployment of the panel of experts and HEI's in accordance with their area of specialisation, including preparation of reports. Manage the planning process for the delivery of ETD events such as the training calendar, venue, date and confirmed bookings. Manage the quality check of course material in line with the approved specification before printing as well as before dispatch to clients. Monitor and manage stock level of course

material. Contract and performance manage service providers responsible for catering, venues, and printing in line with the NSG policies and standards. Provide advice to departmental training co-ordinators on minimum standards for venue and catering, where the client is procuring directly. Monitor bulk booking not to exceed the actual booked number. Quality checks the case files received from the Contact Centre for all required documentation before co-ordination activities. Coordinate with relevant business units, departmental co-ordinators, deploy facilitator/service providers for course delivery. Ensure the dispatch of course material to training venues at least 5 days before ETD delivery. Monitor the efficient delivery of the course according to set criteria and standards. Quality check and submit attendance registers, reaction evaluation questionnaires, facilitator feedback forms, and course reports within stipulated timeframes. Ensure payments of allocated service providers within stipulated timeframes. Manage people equipment and other resources within the sub directorate. Manage performance of sub-directorate. Implement operations management within the sub directorate including digital transformation.

- ENQUIRIES** : Mpho Mugodo Tel No: (012) 441 6017
- APPLICATIONS** : Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at [Recruitment.MMSSMS@thensg.gov.za](mailto:Recruitment.MMSSMS@thensg.gov.za)
- NOTE** : Preference will be given to Youth, African Males, Coloured Males, White Males, Coloured Males, and people with disability in accordance with our employment equity requirements.
- POST 46/249** : **ASSISTANT DIRECTOR: CONTACT CENTRE REF NO: NSG 29/202 (X2 POSTS)**
- SALARY** : R393 711 per annum (Level 09), plus competitive benefits cost to company).
- CENTRE** : Pretoria
- REQUIREMENTS** : A tertiary qualification at (NQF level 6) in Contact Centre Management, Communications, Public Relations, Marketing, Business Administration or related field. 3 years' experience in Client Relations Management (CRM). Knowledge: Microsoft Office suite. Client relations and/or learner management systems and solutions. Contact centre/ client relations management. Issuing quotations and managing sales and bookings/ enrolments. Competencies/skills: Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills. Operations management skills. Technical skills: Coaching and mentoring skills. Quality of work. Delegation and empowerment. Research, analysis, and interpretation skills. Policy formulation and implementation skills. Personal Attributes: Professionalism. High level of reliability. Client focused attitude. Keen attention to detail. Ability to work in a team, Trustworthy and Honest. Maintain very high levels of confidentiality. Willing to work long hours and outside working hours.
- DUTIES** : Manage the daily operations of the Contact Centre, including effective planning, implementation, problem areas, idle rates, abandoned calls and take the required action to resolve the problems. Develop customer interaction (standard script) for use by Contact Centre agents and voice response systems. Maintain and improve Contact Centre operations by monitoring system performance. Update and record all communications, records and data on user rates and performance levels of the Contact Centre. Maintain professional and technical knowledge by tracking emerging trends in contact centre operations management and benchmarking state-of-the-art practices. Seek client feedback and ensure that it is used to improve the provision of service standards. Maintain up-to date knowledge of NSG products and new developments (e.g. webinars, international programmes). Coordinate contact centre agent requirements, identify training needs and plan product knowledge training sessions. Liaise with relevant officials to gather information and resolve issues. Analyse trends, client satisfaction surveys and drive a continuous improvement philosophy within the Contact Centre. Distribute requests by clients for quotations and bookings evenly to the Contact Centre Agents. Authorize quotations and confirm bookings according to set time frames and in compliance with the standard prescripts. Generate case files and forward to management within the prescribed time frames. Quality assure case for all required documentation and generate invoice requests. Manage case files for ETD events for link to calendar ID's on the Training Management System. Manage information on learner requirements, processes, and policies. Quality

assures the accurate completion of applications, including the required supporting materials. Provide guidance and recommendations to learners and prospective candidates. Provide feedback to learners on their application. Upload enrolment applications and conduct information sessions. Review Contact Centre policies and procedures and manage implementation thereof, including performance and conduct of Contact Centre agents. Manage allocated resources within the Contact Centre. Implement operations management within the sub directorate. Identify and manage operational risks within the Contact Centre as well as mitigation plans.

**ENQUIRIES** : Thabo Ngwenya Tel No: (012) 441 6108  
**APPLICATIONS** : Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at [Recruitment.ASD@thensg.gov.za](mailto:Recruitment.ASD@thensg.gov.za)  
**NOTE** : Preference will be given to Youth, African Males, Coloured Males, and people with disability in accordance with our employment equity requirements.

**POST 46/250** : **ASSISTANT DIRECTOR: CERTIFICATION AND CLIENT SUPPORT REF NO: 30/2022**

**SALARY** : R393 711 per annum (Level 09), plus competitive benefits cost to company.  
**CENTRE** : Pretoria  
**REQUIREMENTS** : A tertiary qualification at (NQF level 6) in Education, Training and Development, Information Management, Public Management or Business Administration or related field. At least 3 years relevant experience in examinations and/or client support. Knowledge: Public sector legislation and policies. Education, Training and Development (ETD) environment, National Qualifications Framework, SAQA, QCTO and adult learning principles and strategies. Assessment and certification processes. Client relations management. Training/ Learner information management and systems. Competencies/ Skills Oral and written communication skills. Strong interpersonal skills. Good writing and presentation skills. Problem solving skills. Operations management skills. Personal Attribute: Professionalism, Integrity. Assertiveness. Ethical. Flexibility. Good interpersonal relations. Inspiring. Ability to work under pressure to meet deadlines.

**DUTIES** : Manage the provision of examinations services provided by the NSG. Coordinate the setting of quality and standardised assessment and moderation. Manage the approval and registration of examination sites, in line with assessment and moderation standards. Develop and manage protocols for the ethical conduct by staff and candidates during examination. Manage the recruitment and deployment of invigilators, assessors, and moderators. Manage the reporting of all examinations undertaken, internally and to relevant stakeholders. Issue certificates to qualifying learners in accordance with approved certification policies. Maintain sound certification standards. Maintain all required documents and records. Prepare documentation for submission to relevant authorities. Manage relations with appointed moderators and assessors. Provide technical and product support to NSG learners and clients. Respond to learner and client queries, requests and complaints. Develop and maintain a compliments and complaints management system and procedures. Ensure that complaints are properly recorded, tracked and channeled properly. Compile monthly reports, analyse client feedback and advise on areas of improvement. Manage the verification, audit trail and maintenance of training evidence, including attendance records. Ensure proper closing and safe keeping of case files. Ensure that the Training Management System (TMS) is fully functional, and data is accurately captured. Produce reports from the TMS for audit and reporting. Maintain standards in the provision of user support. Review policies and procedures and manage implementation. Manage allocated resources.

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**APPLICATIONS** : Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at [Recruitment.ASD@thensg.gov.za](mailto:Recruitment.ASD@thensg.gov.za)

**NOTE** : Preference will be given to Youth, African Males, Coloured Males, and people with disability in accordance with our employment equity requirements.