



The Community Schemes Ombud Service Act (Act 9 of 2011) was promulgated on 11 June 2011 and provides for the establishment of the Community Schemes Ombud Service (“CSOS”) as a public entity. The CSOS has been classified as a Schedule 3A Public Entity in terms of the Public Finance Management Act (Act No.1 of 1999) (PFMA)

EXECUTIVE MANAGER: CORPORATE AFFAIRS

Reporting to the Chief Ombud, the role contributes to the CSOS strategic intent by providing Corporate Affairs Services that enables the achievement of the organisation’s strategic goals. This entails the provision of human resource support, legal services, marketing and communication services, and facilities management. The role is ultimately responsible for building and maintenance of networks with various stakeholders within and outside the realm of Community Schemes. The incumbent in this role must maintain good relationship with all key stakeholders.

Key responsibilities:

- Provide strategic leadership to the Division
- Lead and ensure effective stakeholder management
- Oversee the development and implementation of a marketing and communication strategy within the CSOS.
- Ensure the effective provision of Human Resources Management services
- Ensure the development, review and implementation of HR strategies, systems, policies and procedures
- Provision of corporate legal services and administration
- Ensure the effective provision of facilities and security management
- Proactively introduce improvement opportunities in line with best practice to optimise business success
- Manage Corporate Services budget, systems, processes and personnel to ensure effectiveness;

Requirements:

- A Master’s degree / NQF level 9
- 5 years’ experience at Senior Management level
- 15 years’ experience in a similar environment
- Experience in managing corporate communications and branding a new organisation.

(Ref. CSOS/EM: CS/10/18)

REGIONAL OMBUD: KZN

The Regional Ombud contributes to the CSOS's strategic objectives through ensuring the overall effective management of the Regional Ombud's Office. The role also ensures the management and resolution of complaints through effective case management, investigations, conciliations and adjudications processes. The incumbent must further ensure proper application of the law in the resolution of complaints in line with CSOS processes, legislation and standard operating procedures. The role is also responsible for effective regional stakeholder management.

The position reports to the Chief Ombud (CEO).

Key responsibilities:

- Provide strategic leadership to the Division.
- Lead the Case Management function
- Oversee management of the complaints and dispute resolutions within the Region at all stages
- Ensure fair adjudication over disputes and ensure fair and equitable decision making.
- Ensure implementation of policies and procedures for proactive investigation in high-risk areas in order to minimize the misuse of resources within own Region.
- Lead the Conciliation function to ensure that the most cases are conciliated or finalised at conciliation level.
- Oversee the administration of adjudications
- Ensure that Adjudicators apply legally acceptable processes during the adjudications.
- Ensure proper application of the prescribed law and related frameworks/standards during adjudications
- Ensure the availability of resources that facilitates service delivery in the division
- Ensure optimization of the division
- Oversee the administration of the CSOS Act and the STM Act;

Requirements:

- A Master's degree / NQF level 9
 - Admission as an Attorney
 - 5 years' experience at senior management level
 - 15 years' experience in a similar environment
 - Extensive knowledge of and experience in the functioning and resolution of disputes within community schemes and sectional titles.
 - Knowledge of Alternative Dispute Resolution (ADR) processes.
 - Knowledge of Court processes
 - Thorough knowledge of the CSOS Act as well as the Sectional Titles Management Act.
 - Stakeholder Management and client-centricity.
 - Knowledge of the Community Schemes environment.
 - Advanced presentation skills.
 - Service oriented
 - Should have analytical thinking skills.
- (Ref. CSOS/PO: KZN/10/18)

MANAGER: COMPLIANCE & ENFORCEMENT

The position reports to the Executive: Governance; Compliance and Enforcement.

Key Responsibilities:

- Develop and implement a framework and policy to ensure that community schemes comply with their obligations in terms of the CSOS Act and STSMA
- Provide clarity to the schemes on the implementation of the CSOS Act and the STSMA,
- Ensure that the schemes have paid their CSOS levies and have submitted their Annual Returns
- Analyse annual returns to verify compliance with the CSOS Act.
- Issue compliance certificates to compliant community schemes;
- Issue non-compliant notices to schemes who do not comply with the provisions of the CSOS Act and the STSMA;
- Investigate all non-compliance by schemes;
- Liaise with inspectors to conduct inspections in provinces.
- Provide the CSOS Act and the STSMA to enforce compliance including implementing penalty provisions;
- Submit the Section 16 Administrators reports on schemes to CSOS as directed by the Court;
- Attend to all Reportable Irregularities submitted by IRBA, to enforce compliance with the CSOS Act and the STSMA

Requirements:

- A Degree in law
- Admission as an Attorney of the High Court
- 5 years in a middle management role
- 10 years in total in a legal environment

Attributes:

- Excellent communication skills;
- Time-management and organizational skills;
- Good writing skills;
- Good telephone-etiquette;
- Professionalism;
- Multitasking;
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(Ref. CSOS/MC&E/10/18)

MANAGER: GOVERNANCE

The position reports to the Executive: Governance; Compliance and Enforcement.

Key Responsibilities:

- Oversee the day to day operations of the Governance and Compliance division and coordinate its operational activities
- Oversee the development and implementation of Policies that will ensure Governance within Community Schemes
- Oversee the implementation of the Governance and Compliance strategy and provide report thereof
- Develop and implement Practice Directives in terms of the CSOS Act and the STSMA to clarify the application of the CSOS Act and the STSMA to the schemes.
- Ensure the development and implementation of a Framework and Policy for proper Regulation of community schemes in South Africa.
- Ensure that Community Schemes are registered
- Ensure there is development and maintenance of database of registered community schemes
- Ensure that registered schemes are issued with registration certificate
- Ensure that the registration information is updated as and when submitted by the scheme.
- Ensure the development and implementation a Framework and Policy on the monitoring and control of quality of community schemes governance documentation
- Ensure that the unit provide quality assurance of schemes governance documentation
- Ensure that certificates are issued for approved schemes governance documentation
- Ensure that the schemes governance documentation complies with the provisions of the CSOS Act, STSMA, Constitution of the Republic, other relevant legislation and Case Law
- Ensure there is a database of all schemes governance documentation
- Ensure that a list of all new community schemes still to be registered with Deeds Office is maintained
- Handle all requests from Sectional Titles for approval of anonymous and special resolution by the Chief Ombud
- Ensure the development and implementation of a policy on the access by public of community schemes governance documentation.
- Record existing and new schemes governance documentation as received from the community schemes
- Ensure that the schemes governance documentation is adequately secured and protected
- Ensure there is a process for the application of access to the schemes governance documentation by members of the public
- Ensure that the prescribed fee is paid by the applicants before access to the documentation is provided;
- Maintain a list of access granted and fees paid in respect of access granted.
- Develop the CSOS Records Management Strategy;
- Develop and implement all the necessary and prescribed Records Management Policies;
- Implement the Records Management Framework and policy; and

- Automate all records management processes and implementation an effective document management system.

Requirements:

- A Degree in law
- Admission as an Attorney of the High Court
- 5 years in a middle management role
- 10 years in total in a legal environment

Attributes:

- Professionalism
- Expertise and understanding of Community Schemes environment.
- Extensive knowledge of Community Schemes Governance.
- Extensive knowledge of Corporate Law, Commercial Law and Law of Contract
- Extensive knowledge of and experience in strategic planning as well as statutory reporting
- Business and performance measurement skills (strategic, operational and financial)
- Working knowledge of the PFMA, Companies Act, and Governance Report – King III.
- Thorough knowledge of Corporate Law, and Contract Law.
- Ability to interpret financial statements.
- Knowledge of business and performance measurement (strategic, operational and financial).
- Must be available to travel nationally and internationally.
- Have knowledge of systems and information systems.
- Should have legal interpretation skills.

• (Ref. CSOS/M:G/10/18)

MANAGER: REVENUE MANAGEMENT (DEBTORS)

The Manager: Revenue Management is a custodian of effective revenue management and enhancement within CSOS. The role focuses on planning for future income levels including the determination of income sources. This includes focus on the collection and allocation of revenue collected from relevant sources. The role also oversees the safe and secure arrangements for handling cash and transferring it into CSOS bank accounts.

• Requirements

- A Honours Degree in Accounting or Equivalent
- A total of 10 years working experience, three (3) of which must be at supervisory level
- Comfortable with the Enterprise Resource Planning system
- Ability to write, analyse and interpret financial reports and forecasts
- Ability to work well in a team with both seniors and juniors

- Excellent verbal and written communications
- Ability to produce high level reports that will be submitted to Board
- In-depth knowledge of GRAP application and understanding of PFMA
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- Key Performance Areas
- Develop policies, processes and standard operating procedures relating to own area of specialisation
- Provide specialist input in the development of Operational Plans and Organisational Strategy
- Execute work plans and drive the evidence collection in real time
- Ensure revenue management practices to ensure compliance with the relevant legislation, national policies, regulations, frameworks and guidelines.
- Oversee revenue cycle management, billing, and general financial operations
- Manage the revenue collection and receipt process for CSOS
- Recon statements issued to schemes
- Collection of outstanding levies
- Monitor and ensure that all Community Schemes have been registered
- Oversee the allocation of cash paid by Community Schemes
- Increase and Generate Revenue for the organisation
- Ensure synergy between the General Ledger and Trial Balance
- Proactively introduce improvement opportunities in line with best practice to optimise organisational success

(Ref. CSOS/FM/10/18)

ADJUDICATORS

(GAUTENG x3; KZN x 2 WESTERN CAPE X1)

Reporting to the Regional Complaints Manager, the Adjudicators will preside over and adjudicate in a fair equitable and transparent manner all disputes that are lodged with the CSOS. They will develop and use an optimal case management system, inspect all documentation, investigate an application, issue notices, preside over and make a ruling (orders) to either affected party.

Requirements

- LLB or equivalent qualification (minimum 5 years)
- Admitted as an attorney or advocate (minimum 5 years)
- Minimum 5 years of experience as an adjudicator/Arbitrator or 10 years as conciliator
- Understanding of Community Schemes adjudication of disputes

- Thorough knowledge of the CSOS Act, Sectional Titles Schemes Management Act, Companies Act, Housing Scheme for Retired Persons Act and South African Co-operatives Act, Promotion of Administrative Justice Act.
- Thorough knowledge of case management system
- Analytical ability
- Excellent verbal communication
- Advanced legal writing and report writing.

Key Performance Areas

- Prepare and issue Notices of Set down for all Adjudication hearings inviting parties to a formal hearing.
- Preside over or adjudicate on applications that are referred to adjudication in a fair, equitable and transparent manner.
- Issue adjudication orders with prescribed timeframes
- Ensure that adjudication orders are legally correct.
- Conduct quality assurance of adjudication orders.
- Conduct investigations, inspections, enter or inspect asset, record or other documents.
- Ensuring that all disputes that are lodged with the CSOS are finalised within the prescribed timeframe.
- Ensure that the principles of due process of law is observed
- Must act independently and impartially in making decisions with regard to the resolution of disputes.

(Ref. CSOS/Adj/10/18)

QUALITY ASSURANCE: ADJUDICATION x 3

Reporting to the Adjudicator General, the Quality Assurance Adjudication, will be responsible for assessing and reviewing adjudication orders and making recommendations for additional/outstanding documents. The incumbent in this role will assist in developing, creating and implementing adjudications quality processes and procedures as well as making recommendations for the enhancement to training materials as needed, to enhance the overall CSOS customer's experience.

Key responsibilities:

- Quality Assurance of adjudication orders
- Analyse adjudication orders and ensure that they comply with applicable legislation; CSOS directives; and any other relevant prescripts.
- Development of work-plans
- Implementation of initiatives to ensure efficient, accurate and timely reporting of adjudication orders by the regions.

- Efficiently and accurately prepare monthly reports regarding each region's adjudication orders by identifying and analysing key trends in the compliance & non-compliance within community schemes;
- Report to Adjudicators on the results accumulated from quality assurance
- Support preparation of training needs regarding each region based on conducted quality assurance.

Requirements:

- Bachelor's Degree in Law;
- A post graduate degree will be an added advantage
- At least 8 years' experience in a legal environment, drafting legal documents;
- Strong intellect, attention to detail with an understanding of interpretation of statutes;
- Well-developed and effective communication and presentation skills at highest levels;
- Writing and reporting skills;
- Drafting skill
- Previous experience in a dispute resolution environment will be an advantage;
- Ability to travel nationally; and
- Valid driver's license.

- (Ref. CSOS/QAA /10/18)

INTERNAL AUDITORS X2

Reporting to the Internal Audit Manager.

Key Performance Areas:

- Plan for audit assignment in line with the international standards for the professional practice of internal auditing.
- Interview clients and documenting system description and flow charts.
- Develop and execute an audit programme.
- Constant liaison with the manager.
- Draft and discuss the findings with clients.
- Schedule meetings with clients.
- Write the audit reports.
- Referencing the work papers and audit file.
- Perform audits as per coverage plan.
- Maintain the allocated time budget
- Prepare monthly progress reports
- Perform special investigations as per requests and reporting.

Requirements:

- Bachelor's degree or National Diploma in Internal Auditing; Accounting or Commerce
- At least three (3) years of experience as an Auditor or in similar environment.
- Knowledge of the auditing standards, Accounting Standards and Principles, PFMA and King IV.
- Knowledge of audit software and analytical tools and Microsoft Office package.
- Project Management, Analytical, Presentation and communication skills.
- Conflict management.
- Fair understanding of Treasury Regulations.
- Knowledge of the corporate governance and risk management practices.
- Valid driver's license;

Attributes:

- Professionalism
- Attention to detail
- Teamwork
- Compliance audits
- Honesty and integrity

(Ref. CSOS/IA/10/18)

CONCILIATORS

(WESTERN CAPE x 1 & KZN X 2; PE X 1; BLOEMFONTEIN X1)

- Reporting to the Regional Complaints Manager, the Conciliators will conduct conciliation hearings, facilitate amicable resolutions of disputes and conclusions of settlement agreements, in a cost effective and efficient manner.

Requirements

- Recognised Law degree (LLB)
- At least 5 years' experience as a Conciliator/ ADR processes.
- Expertise and understanding of Community Schemes governance and conciliation of disputes.
- Thorough knowledge of the CSOS as well as the Sectional Titles Management Act.
- Knowledge of the Community Schemes environment.
- Advanced MS Office skills
- Advanced presentation skills.
- Should be service- oriented
- Should have analytical thinking skills.

Key Performance Areas

- Preparing and issuing Notices of Set down for all Conciliation hearings, inviting parties to a formal conciliation hearing.
- Chairing the conciliation sessions and assisting parties to find a resolution.
- Drafting Settlement Agreements and ensuring that they are signed by both parties.
- Prepare and issue Notices of Non-Resolution and referral to adjudication on all disputes that are not resolved at conciliation.
- Conduct informal telephone conciliations on simple quick resolution matters.
- Dispose of disputes in an efficient and effective cost-effective manner.
- Excellent case management and closure of all matters within the prescribed time limit.
- Ensuring that all case management documents are properly filed and comply to the generally accepted standards (SOP);
- Preparing detailed conciliation report
- Creating awareness on walk- in applicants and/or telephonic applicants on an ad hoc basis

(Ref. CSOS/Cons/10/18)

HEAD OF COMMITTEES

Reporting to the Company Secretariat.

Requirements:

- Matric
- Degree in Law (including commercial law), or CIS qualification.
- Postgraduate Diploma in Corporate Law an Advantage
- At least 3-5 years' experience in the public-sector environment, with sufficient exposure to corporate governance or company secretariat environment.
- Computer literate.
- Planning and organizing skills.
- Analytical and innovative skills

Key Performance Areas:

- Management of committees
- Experience in conducting legal research
- Possess adequate experience in corporate governance, PFMA, Treasury Regulations and company law.
- Knowledge of review of governance charters
- Provide corporate governance advice to Committees, Chairs and members.
- Drafting of the Annual Board Plan.
- Development of Committee Agendas and taking of minutes.

Attributes:

- Highest degree of confidentiality
- Teamwork
- Honesty and Integrity
- Attention to detail
- Professionalism

(Ref. CSOS/HOC/10/18)

OFFICE ADMINISTRATOR

Reporting to the Company Secretary.

Requirements:

- National diploma/Degree in Law (including commercial law).
- Computer literate.
- Experience in conducting legal research.
- Analytical skills
- Planning and organizing skills.

Key Performance Areas:

- Administration and filing.
- Possess the basics of corporate governance, PFMA, Treasury Regulations and company law.
- Assisting both Head of Committee and Company Secretariat where necessary.
- Drafting of the Annual Committee Plan
- Custodian of all documentation and approved policies of the organization.

Attributes:

- Professionalism
- Attention to detail
- Teamwork
- Highest degree of confidentiality.
- Honesty and integrity

(Ref. CSOS/OA/10/18)

OFFICE ADMINISTRATOR

(Bloemfontein x 1; PE x 1)

Reporting to the Regional Ombud.

Key Performance Areas:

- Manage and undertake specific administrative tasks on work programs, projects as determined by the Conciliator.
- To ensure the smooth running of the operations of the office.
- To act as the office's first point of contact with people from both inside and outside the organisation.
- To manage time and relations with employees and stakeholders.
- Draft submissions, memos, letters within the office.
- Act as liaison and maintain open lines of communication between the office and Head Office.
- Assisting the Conciliator with cases received.
- Attend to all telephonic and email enquiries from community schemes.
- Maintain a register of all documents submitted and obtain written confirmation of receipts.
- Keep and maintain a filing system;
- Be responsible for procurement and stock management activities
- Managing the office's personnel related matters with the HR manager.
- Managing the submission of performance documents and submit to the HR Manager.
- Leave Management of the office personnel.
- Co-ordinate all meetings within the office and take minutes thereof.

Requirements:

- Degree or National Diploma
- Computer literate.
- Analytical skills
- Planning and organizing skills.

Attributes:

- Professionalism
- Attention to detail
- Teamwork
- Highest degree of confidentiality.
- Honesty and integrity

(Ref. CSOS/OA:PE&EL/10/18)

Enquiries: Ms Lindi Sibiya, Human Resources Manager, tel. (010) 593-0533.

Applications, including a covering letter, accompanied by a CV and certified copies of qualifications, must be addressed to the Human Resources Manager, Ms. Lindi Sibiya and e-mailed to: recruitment1@csos.org.za

Closing date for applications: 2 November 2018

The CSOS reserves the right not to appoint on the advertised positions.