



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 PLANNING; STRATEGY; MONITORING; EVALUATION AND RISK

The position reports to the Chief Ombud (CEO).

Key responsibilities:

- To provide the smooth running of the Office of the Chief Ombud from a strategy, planning, development and alignment as well as monitoring point of view.
- Develop Strategic and Annual performance plans in alignment with the Executive Authority plans;
- Facilitate strategic planning sessions and consolidate the outcomes;
- Ensure that all employees participate in the CSOS’ Strategic planning activities in order to ensure an inclusive process and to obtain buy in;
- Promote the development and implementation the Annual Performance Plans (APP) with direction of each Business Division and its Executive
- Ensure that the Strategic Plan and APP’s are continuously monitored for effective implementation;
- Develop a framework for monitoring and evaluation of strategic performance of the organisation;
- Ensure that an early warning system is designed and implemented for slow or poor performance and achievement of the APP targets;
- Ensure business improvement plans are developed or action plans to deal with backlogs and/ or poor performance are implemented;
- Present a quarterly monitoring and evaluation and analytical report to EXCO on achievements on the organisation performance in relation to the Annual Performance Plan targets.
- Responsible for the submission of monthly as well as quarterly management and statutory reporting to the EXCO, Board as well as the Executive Authority;
- Responsible for the development of templates and guidelines for management’s reporting;
- Develop the requisite presentations based on the management reports;
- Ensure that the correct statutory tabling and processes for tabling the Annual Report is complied with;
- Ensure adherence of processes for tabling the Strategic and Annual plans and the compliance thereof.
- Develop and Implement the Risk Management Framework and Risk Management Policy;

- Develop and Implement Fraud Prevention Strategy and Plan;
- Conduct the Strategic Risk and Operational Risk Assessments;
- Provide quality Risk Management Report to management and Audit and Risk Committee;
- Management the fraud related issues;
- Monitor the adequacy and efficiency of the risk processes and advise and guide management where appropriate on risk management processes, procedures and practices.
- Monitor risks that impact the business for the purposes of making recommendations to management in respect of control procedures and procedure changes.
- Represent CSOS at all Risk Committees and Forums, where required.
- Communicate all CSOS issued risk policies, processes and guidance to relevant stakeholders.
- Ensure that risk issues identified in the business areas are monitored, reported, escalated to relevant person/s & Committee/s and corrective actions are taken.
- Develop and Implement Regulatory Compliance Framework and Policies;
- Ensure that the organisation is compliant to its regulatory requirements;
- Ensure that measures are in place to ensure compliance and mitigate any risks related to non-compliance to regulatory requirements;
- Report on instances of non-compliance and significant risk matters to the appropriate governance structures;
- Monitoring and Evaluation of success and filing of Portfolio of Evidence.
- Responsible for developing a monthly as well as quarterly progress report on all Monitoring & Evaluation activities for the CSOS, nationally.

Requirements:

- Degree in Business Admin, Planning or Public Administration is a key requirement
- Postgraduate qualifications would be preferred such as an MBA or MPA.
- Ability to control a wide variety of interdisciplinary tasks;
- 5-7 years' progressive experience as a Strategic Planning Manager or specialist in an executive office management environment;
- Strategic planning capability at an advanced technical level;
- A deep understanding of all protocols as well as statutory deadlines and processes with regards to government, parliament, and other key stakeholders.
- A high level of writing and analytical skills;
- The ability to research data and information;
- Excellent planning and organizing skills;
- Excellent problem-solving skills.
- Integrity
- Ability to work in a multi- disciplinary team.

Ref. (CSOS/R&M&E/03/18)

GOVERNANCE ADMINISTRATOR

The position reports to the Manager: Governance.

Key responsibilities:

- To provide clerical support to the Governance Managers, in the administration of schemes governance documentation framework policy;
- Mend the Sectional titles inbox;
- Facilitate submissions received from schemes for the approval of schemes governance documentation;
- Allocate reference number to all received schemes governance documentation;
- Keep and maintain schemes governance documentation database;
- Prepare a file with all documentation received;
- Keeping electronic copies of all approved schemes governance documentation;
- Attend to community schemes queries on schemes governance documentation submitted.
- Assist with telephonic and email queries on matters relating to quality assurance and approval of schemes governance documentation;
- Preparing and processing the schemes governance documentation approval certificates;
- Notifying schemes about the approval of the schemes governance documentation;
- Submission of certificate to schemes, either through mail or ensuring the schemes collect the original certificates;
- Keep register of signed and collected certificates
- Prepare monthly report on number of schemes governance documentation received, pending and finalised;
- Verifying data entered for schemes governance documentation database and ensuring that it updated at all times;
- Compiling, collating and submitting the management reports
- Provide general governance administration support within the unit;

Requirements:

- Matric
- 2+ years of clerical support
- Knowledge of organisational processes and statutory requirements
- Basic office administration and clerical skills
- Basic filing skills

Attributes:

- Excellent communication skills;
- Time-management and organizational skills;
- Good writing skills;
- Good telephone-etiquette;
- Professionalism;
- Multitasking;

OFFICE ADMINISTRATOR: GOVERNANCE, COMPLIANCE AND ENFORCEMENT

Reporting to the Executive; Governance, Compliance and Enforcement.

Key Performance Areas

- Provide administrative support to the Executive Governance, Compliance and Enforcement;
- To ensure the smooth running of the Executive Governance, Compliance and Enforcement's office's operations;
- To act as the Executive Governance, Compliance and Enforcement's first point of contact with people from both inside and outside the organisation.
- To manage the Executive Governance, Compliance and Enforcement time and relations with employees and stakeholders.
- Draft submissions, memos, letter within the Governance, Compliance and Enforcement division;
- Manage and coordinate formal submission of reporting documents to EXCO, Committees of the Board and the CSOS Board within the specified timeframe, e.g. strategic and business plans, quarterly reports, budgets, etc.
- Act as liaison and maintain open lines of communication between the office of the Executive Governance, Compliance and Enforcement, Chief Ombud and senior executives, managers within the division and administrative staff.
- Closely cooperate with and support the division (Governance, Compliance and Enforcement) with full administrative tasks;
- Manage and undertake specific administrative tasks on work programs, projects and research as determined by the Executive Governance, Compliance and Enforcement;
- Coordinate basic outreach activities and projects;
- Attend to all telephonic and email enquiries from community schemes;
- Co-ordinate all meetings within the division and take minutes of the meetings;
- Maintain a register of all documents submitted and obtain written confirmation of receipts.
- Keep and maintain a filing system;
- Develop and manage the Executive Governance, Compliance and Enforcement's budget;
- Be responsible for procurement and stock management activities;
- Managing the division (Governance, Compliance and Enforcement) personnel related matters with the HR manager.
- Managing the submission of performance documents and submit to the HR Manager.
- Leave Management of the division (Governance, Compliance and Enforcement) personnel.

Requirements

- Matric
- Diploma
- Overall strong Customer Service Orientation.
- Ability to work under pressure and take initiative.
- Management of Work (including time management).
- Excellent communication skills.

- Computer literacy (MS office).
- Good administration and organizational skills.
- Ability to manage and organise data effectively.
- Good interpersonal skills

Ref. (CSOS/OA: G&C/03/18)

DATA CAPTURERS – GP; WESTERN PROVINCE AND KZN

The position reports to the Complaints Manager.

Key Responsibilities:

- To register and capture all new applications for dispute resolution on the case management system accurately and correctly;
- Opening of new files;
- Issuing of payment letter to complainants;
- Liaison with complainants regarding their application;
- Responding to telephone and email queries;
- Filing of all finalized applications;
- General office support services to the department;

Requirements:

- Grade 12 qualification;
- Diploma in office administration, certificate in data capturing or equivalent would be an added advantage;
- Knowledge of customer service;
- Knowledge on working on computers;
- Knowledge of Excel and Microsoft Word;

Attributes:

- Excellent communication skills (verbal and written)
- Professionalism
- Attention to detail
- Deadline orientated
- Strong work ethic
- Team player

Ref. CSOS/DC/03/18)

CASE MANAGEMENT OFFICERS GAUTENG; KZN AND WESTERN PROVINCE

The position reports to the Complaints Manager.

Key Responsibilities:

- Assessment on all applications for dispute resolution to determine jurisdiction;
- Identification of issues in dispute to Section 39 of the CSOS Act;
- Prepare Notice 43 to CSOS Act;
- Facilitate submissions received from various interested parties to Section 44 of the CSOS Act;
- Set the matter down for a Conciliation hearing to Section 47 of the CSOS Act;
- Prepare file for Conciliation hearing;
- Managing and capturing reports on case management system in the division;
- Assist with telephone complaints as well as walk-in applicants;
- Providing weekly feedback to complainants;
- Prepare monthly reports on all matters;
- Maintain diary of all matters;
- Assist with various adhoc administrative support and duties within the division;

Requirements:

- Degree in Law;
- Knowledge of Dispute Resolution process and Community Schemes;

Attributes:

- Excellent communication skills;
- Time-management and organizational skills;
- Good writing skills;
- Good telephone-etiquette;
- Professionalism;
- Multitasking;

Ref. (CSOS/CMO/03/18)

OFFICE ADMINISTRATOR: HEAD OFFICE

Reporting to the Adjudicator General, the Office Administrator will be responsible for the smooth running of the Adjudicator General's Office.

Key responsibilities:

- Plan, streamline and prioritize daily tasks and projects.
- Provide an administrative function to the entire unit.

- Manage the Adjudicator General's diary, incoming and outgoing mail & follow up on actionable items.
- Coordinate meeting schedules including travel arrangements for the entire unit.
- Manage regular and timely communication with stakeholders on all issues requiring updates and feedback.
- Assist with quarterly reporting and posting of adjudication orders.

Requirements:

- 3-year degree or diploma
- A qualification in law will be an advantage
- At least two years' experience in an administrative role and previous experience within a legal environment will be an added advantage though not a prerequisite
- Ability to draft and interpret legal documents
- Ability to function optimally under pressure
- Diligent, dedicated with tenacity

Ref.(CSOS/OA/03/18)

DATABASE ADMINISTRATOR (BI)

The position reports to the ICT Manager

Key responsibilities:

- Ensure that databases and database servers are backed up
- Understand and implement database recoveries
- Create web interphases to databases created
- Assist create and maintain internal database applications and create web interphases for them
- Resolve database problems within service delivery requirement
- Setup and version upgrades of databases and database servers
- Grant access to databases with relevant permissions
- Monitor database server availability
- Assist developers with query tuning and setup of test databases
- Identify possible risks and implement proactive measures as well as suggest improvement
- Administration of all aspects of Microsoft SQL Server 2014.
- Maintain and develop a Microsoft virtual server in a both live and test environment.
- Maintain an SQL Electronic Document Management Systems and related Workflows.
- Support to all users in order to ensure complete system uptime, performance, resources and security of the IT systems meets end-user needs and day to day issues.
- Assist maintain a company disaster recovery plan relating to critical systems
- Consistent regular software releases and updates to the most recent release of software with the primary software vendors.
- Collaboration service providers with regards to the maintenance of applications developed and implemented.

Requirements:

- Relevant Microsoft SQL certification, MCSA with SQL or Business Intelligence.
- At least 2 years' database support experience
- Ideal, 3 years' experience Microsoft network environment technical management and implementation
- Microsoft SQL 2012 or later certification
- At least 1 years Business Intelligence experience
- Experience with data warehousing technologies advantageous
- Knowledge of Office 365 data tools advantageous

Ref. (CSOS/DA/03/18)

COMMUNICATIONS OFFICER

The position reports to the Manager Marketing Communications.

Key responsibilities:

- Coordinate both internal and external marketing communications activities including events
- Provide exhibitions, publications and campaign support.
- Write, source and edit articles for various internal publications.
- Coordinate the timeous distribution of printed materials and publications
- Ensure an adequate supply of all printed or emailed material for distribution.
- Coordinate all organisational functions.
- Prepare and write responses to all incoming and outgoing correspondence.
- Source relevant newsworthy information for publication
- Manage adherence of corporate identity on all branding.

Requirements

- National Diploma in Communications/Journalism
- 3 Years' experience in similar environment
- Excellent communication Skills
- Computer Literacy – MS Office
- Writing and editing skills

Ref. (CSOS/MCA/03/18)

MARKETING COMMUNICATIONS ADMINISTRATOR

The position reports to the Manager Marketing Communications

Key responsibilities:

- Support the Marketing and Communications department

- Travel management
- Control and coordinate the distribution of materials
- Assist with exhibitions, open days, conferences and marketing communication events.

Requirements

- Matric
- 1-2 Years' experience supporting management
- Marketing Communication department exposure would be preferable
- Computer Literacy – MS Office

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

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

Successful candidates will be required to undergo a competency assessment, enter into a performance agreement and be subject to security clearance procedures.

Closing date for applications: 29 March 2018

Should you not hear from us within a period of 2 months of the closing date, please consider your application unsuccessful.