



Affordable Reliable Justice

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).

The Community Schemes Ombud Service is committed to delivering on its mandate, and now offers these exciting opportunities to motivated individuals ready to take us forward:

CHIEF OMBUD

A dynamic, goal-driven and strategic leader is required, to provide overall leadership, guidance and direction to the Community Schemes Ombud Service (CSOS) in order to deliver on its mandate. To execute and implement the CSOS strategies through the divisional, business unit, and individual performance plans.

The position reports to the Chairman of the Board.

Key responsibilities:

- To account for the CSOS programmes regularly to the Board, through the Chairperson, the Executive Authority, and other relevant organisations.
- To report to the Board on the strategic affairs of the Community Schemes Ombud Service.
- Oversee an efficient and effective dispute resolution mechanism for sectional titles and community schemes, to ensure their good governance.
- Oversee appropriate administrative systems for the safe custody and control of schemes governance documentation.
- Oversee the provisioning of consumer education as an integral part for the good administration of sectional titles and community schemes.
- Manage the affairs of the Community Schemes Ombud Service by overseeing the development and implementation of the strategic business plan of the organisation.
- To oversee the development and implementation of strategic performance plans, risk management plans, audit plans and fraud prevention plans for the organisation.
- Ensure the growth of the organisation through devising and implementation of sound and sustainable funding models.
- Ensure financial viability, ensure organisational efficacy and manage the public affairs and positively profile the CSOS.

- To chair EXCO and present organisational reporting to the Board, including attending to State matters as per the Board's Delegation of Authority.

Requirements:

- Bachelor's Degree in Law and MBA;
- Admission as Attorney or Advocate of the High Court, having practiced for more than 5 (five) years;
- Masters degree in Law will be an added advantage;
- 10 years' experience in strategic leadership position;
- Understanding the political and legislative environment of the CSOS and knowledge of the CSOS and Sectional Titles Management Act;
- Knowledge of the Community Schemes environment;
- Extensive knowledge and experience in resolution of disputes; and
- A proven record of good governance, financial administration and strategic reporting.

(Ref. CSOS/CO/08/17)

Adjudicator-General

The position reports to the Chief Ombud (CEO).

Key responsibilities:

- Provide strategic leadership on dispute resolution;
- Oversee the implementation of Case Management System (CMS), as well as developing appropriate records management framework protocols and policies and ensuring these are rolled out in each Province;
- Ensure proper streamlining and standardization of processes in all the Provinces;
- Collation, and consolidation of all complaints referred, conciliations and adjudications nationally;
- Consolidate quarterly reports on all disputes from all Regional Offices and submit to the Chief Ombud;
- Monitor trends in terms of the nature of disputes referred to the CSOS;
- Oversee the quality assurance of Adjudication Orders and implementation of Adjudication Orders;
- Oversee the development and management of the CSOS Research and knowledge management strategy;
- Develop and provide direction in the development of the Unit's business strategy;
- Provide continuous leadership, supervision, training and development of department staff ensuring an effective and motivated team;
- Prepare budget, monitor and manage financial expenditure within the Unit.

Requirements:

- Degree in Law
- A Master's degree will be an added advantage.
- At least 7-10 years' experience at the level of a Director and experience in a service-orientated government agency or similar.
- Extensive knowledge of Dispute Resolution, 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)
- The ability to travel nationally.

(Ref. CSOS/AG/08/17)

EXECUTIVE: LEGAL; GOVERNANCE AND ENFORCEMENT

The position reports to the Chief Ombud (CEO).

Key responsibilities:

- To provide strategic leadership, leading and directing the CSOS core regulatory function,
- Provide Legal Services, Advice, Contract Management and legal support to CSOS on legal and regulatory matters;
- Oversee the Development and Implementation of Policies that will ensure Governance within Community Schemes;
- Oversee the development of database of all Community Schemes within South Africa;
- Oversee, regulate, monitor and control the quality of all Community Schemes Governance Documentation;
- Oversee the preservation and provision of public access electronically or by other means to Community Schemes Governance Documentation;
- Ensuring compliance by community schemes with their obligation in terms of the CSOS Act STSM Act;
- Oversee the development and implementation of the Compliance Framework for CSOS;
- Ensure that the Legal Strategy and Schemes Governance Strategy and Compliance Framework are in line with the Annual Performance Plan (APP);
- Provide continuous leadership, supervision, training and development of department staff ensuring an effective and motivated team.
- Prepare budget, monitor and manage financial expenditure within the Unit;

Requirements:

- Degree in Law;
- Admission as an Attorney of the High Court;

- A Master's degree will be an added advantage.
- At least 7-10 years' experience at the level of a Director and experience in a service-orientated government agency or similar.
- 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)
- The ability to travel nationally

(Ref. CSOS/E:L;G&E/08/17)

CHIEF AUDIT EXECUTIVE

The position reports to the Audit and Risk Committee Chairperson.

Key responsibilities:

- To direct a comprehensive audit program, providing assurance and consulting services to management and staff.
- Direct and oversee the development of a three-year rolling strategic internal audit plan, Annual Audit Plan and the Internal Audit Annual Report.
- Prepare and annually review the Internal Audit Charter.
- Consult and provide technical and operational assistance to the CSOS on implementing best practices in Internal Control and improve its risk management process.
- Ensure compliance with all relevant legislation, e.g. PFMA, Treasury and GAAP as well as Professional Practice of Internal Auditing and the company's policies and procedures.
- Ensure that Corporate Governance processes are adequately managed.
- Conduct preliminary reviews, systems and business processes and identify key risk areas.
- Plan audits, i.e. develop audit scope and objectives.
- Develop controls and assess their adequacy and effectiveness.
- Conduct quality control reviews of the work of the audit staff.
- Prepare findings and develop recommendations, and present them to EXCO.
- Assist EXCO in designing adequate systems of control where weaknesses are identified.
- Produce audit reports for EXCO, the Audit and Risk Committee and the Board.
- To perform advanced, professional and managerial internal auditing work in the areas of risk management.
- To control, ensure governance and provide ongoing training and coaching.

Requirements:

- Bachelor's Degree in Auditing and Accounting.
- Certification as a CIA or CA
- 10 years of full-time auditing, including 4 years supervisory or project management experience.
- Any qualification certificate from the Institute of Internal Auditors will be an added advantage

- International Standards for the Professional Practice of Internal Auditing and the Code of Ethics promulgated by the Institute of Internal Auditors; and of Government Auditing Standards.
- Experience in public sector auditing, managing and conducting audits in the industry.

(Ref. CSOS/CAE/08/17)

SCHEMES GOVERNANCE DOCUMENTATION OFFICER

The position reports to the Manager: Governance

Key responsibilities:

- Provide Quality Assurance of Community Schemes Governance Documentation
- Ensure compliance of Community Schemes Governance Documentation with all applicable legislations.
- Ensure that the Schemes Governance Documentation are archived as per the Record Management Policy
- Process all applications for access to the Schemes Governance Documentation
- Submit management reports on the implementation of the CSOS Act with regard to Community Schemes Governance Document management.
- Implementation of the Governance Documentation Management Policy.

Requirements:

- Degree in Law
- Admission as an Attorney of the High Court
- 3 years' legal experience post admission.
- Previous experience in Sectional Titles will be an added advantage.

(Ref. CSOS/SGDO/08/17)

For a more detailed advert, please visit the careers section of www.csos.org.za

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

Applications, including a covering letter, a CV and certified copies of qualifications and ID, must be addressed to the Human Resources Manager, Ms. Lindi Sibiya and e-mailed to: recruitment@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: 8 September 2017

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