



City of Johannesburg
Johannesburg Roads Agency

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REF NO: 08/2019/78

VACANCY CIRCULAR NO. 08/2019

THE JOHANNESBURG ROADS AGENCY is one of the agencies established through the restructuring process of the City of Johannesburg.
"BECOME A MEMBER OF THE NEW AND EXCITING TEAM OF THE JRA AND CONTRIBUTE TOWARDS IT'S MOBILITY STRATEGY.

Interested applicants should forward their CV's with certified copies of qualifications, ID, application letter stating the reference number, to Mr. Tommy Nkhwashu, to the e-mail address provided below.

Location: The position will be based at the JRA's Head Office in Johannesburg.

NB: APPLICANTS WHO FAIL TO SUBMIT THE NECESSARY DOCUMENTS AND WHO DO NOT MEET MINIMUM REQUIREMENTS WILL BE DISQUALIFIED.

"JRA, its employees or representatives never ask for a fee from job seekers. Any such requests are fraudulent. Please report any suspicious activities in this regard to the JRA anti-fraud line on 0800 002 587"

Closing Date: 01 July 2019

JRA IS AN EQUAL OPPORTUNITY COMPANY AND COMMITTED TO EE PRINCIPLES: Please note that should you not be contacted thirty days after the closing date, consider your application unsuccessful. The Johannesburg Roads Agency reserves the right not to appoint. By submitting your application for a position, you acknowledge that the information is required for the purpose of processing and adjudicating your job application against requirements of the position and you consent to the processing and archiving of the said information.



Circular 08: DATE ADVERTISED: 16 JUNE 2019

HEAD OF DEPARTMENT: PUBLIC RELATIONS AND STAKEHOLDER ENGAGEMENT LEVEL 2: (REF: 08/2019/78)

SALARY: MINIMUM R 2 055 005 – R 2 601 270 PER ANNUM (TOTAL COST TO COMPANY)

The Johannesburg Roads Agency is looking to appoint a strategic leader to build constructive stakeholder relations, both internally and externally, with the shareholder and all stakeholders and community organisations and educate and support the community regarding the roads and stormwater infrastructure through key projects and programmes in alignment with the company's strategy.

KEY RESPONSIBILITIES

- **Strategic oversight:** - Formulate, develop, implement, monitor and review business unit strategies to ensure advancement and support of JRA business objectives. Create and manage stakeholder relations, as well as partnerships that enhance the JRA brand.
- **Marketing and Communications:** - Oversee the management of support services provided to the JRA in public relations and communications (both internal and external); in customer relations management; events management; branding and marketing. Oversee management of services provided in website administration including management of the JRA's corporate identity, and customer satisfaction surveys conducted on behalf of the JRA.
- **Stakeholder Management and IGR:** - Facilitate and manage Stakeholder Mapping and development of Master Stakeholder Management plans. Facilitate and manage integrated relationships with strategic stakeholders of the JRA, incorporating activities such as political engagements, feedback, consultation and partnerships. Support the MD on strategic engagements with key stakeholders such as communities, civil society, the private sector, road users, other government departments and SoEs. Manage Stakeholder engagement relating to COJ Programmes Oversee integration of stakeholder views and needs into planning and implementation processes of all JRA line functions.
- **Customer Relations Management:** - Oversee management of Service Requests (including COJs Customer Charter Standards) from all sources and stakeholders. Oversee management of all client interaction via online platforms; immediate responses to queries and comments on social media channels; VIP Service Escalation.

REQUIREMENTS AND SELECTION CRITERIA

- Bachelor's degree in Communication or Stakeholder Relations Management.
- A post-graduate qualification in Communications or Stakeholder Relations Management will be an added advantage.
- Minimum of 12 years' experience in a Public Relations environment, inclusive of 7 years at senior management and middle management level, of which 2 years must be at senior management level.
- Experience at a strategic level in the public sector would be an added advantage.
- Must be in possession of a driver's license.

Applications: Email: recruitment20@jra.org.za

Only shortlisted candidates will be contacted.



NB: Coloured, Indian, Women and people with disabilities are encouraged to apply. Please note that should you not be contacted within thirty days after the closing date, please consider your application unsuccessful. Johannesburg Roads Agency reserves the right not to appoint.

Closing Date: 01 July 2019