JOB OPPORTUNITY

VACANCY ALERT

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WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

PERMANENT POSITION
Senior Manager: Complaints & Investigations

APPLICATION REQUIREMENTS

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership to professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.
- Applicants are advised to use Google Chrome when applying for CoJ positions.

DISCLAIMER

- The City of Johannesburg is currently recruiting and will not demand payment in any form for any job placement. All vacancies are advertised in newspapers and on the CoJ website.
- The City of Johannesburg applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. We are an equal-opportunity employer.
- By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process.
- However, registering your CV and/or receipt and acknowledgment of any kind shall not be an indication that your application will be successful and/or lead to employment.
- The City of Johannesburg shall not be liable for any damage, loss, or liability of whatsoever nature arising from your use of the job opportunity section of this website.
- The City of Johannesburg reserves the right not to make an appointment.
- Any misrepresentation or failure to disclose material information on the application form or CV will automatically disqualify your application.

VACANCY CIRCULAR
031/2025
City of Johannesburg

Publication Date:
Monday, 24 March 2025

Closing Date:
Friday, 04 April 2025

This Vacancy is open to Employees of the City of Johannesburg and External Candidates

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SENIOR MANAGER: COMPLAINTS & INVESTIGATIONS

Department:	Office of the Ombudsman
Branch:	**Complaints & Investigations**
Designation:	**Senior Manager: Complaints & Investigations**
Remuneration:	R60 978.62 pm (basic salary, excluding benefits)
Location:	48 Ameshoff Street, Braamfontein

Minimum Requirements:

- Grade 12 plus a Bachelors degree in Law (NQF level 7) plus a post-graduate qualification in Law (LLB). A Masters degree or higher qualification can be advantageous;
- Relevant certificate in conflict resolution, mediation or investigations can be beneficial;
- 7 – 9 years of proven experience in a complaints resolution environment and 5 years of which should be at a managerial or leadership position within a complaints handling or investigate environment;
- Demonstrated ability to lead, mentor and manage team effectively;
- Substantial experience managing complex and high profile cases, including own instance complaints and public complaints; Proven track record of handling sensitive issues with discretions and professionalism;
- Experience in strategic planning and execution including the development of strategic initiatives to improve unit operations which align with organisational goals;
- Hands-on experience in overseeing the daily operations of a complaints or investigations unit which should includes management resources, prioritising tasks and ensuring compliance with policing and regulations;
- Demonstrate experience in engaging with various stakeholder, including complainants, respondents and external entities;
- Experience in contributing to the creation, revision and implementation of policies and procedures with knowledge of how to align policies with legal standards and best practices;
- Experience in analysing data to guide strategic decisions and improve operational effectiveness;
- Extensive experience in managing a complaints resolution processes, including investigative methodologies, case management and adherence to legal and ethical standards; and
- Experience in providing guidance and professional development opportunities to team members ensuring high standards of practices and performance.

Primary Function:

Oversee the management and resolution of complaints, including high profile cases. This position requires a combination of strategic vision, operational oversight and hands-on management to ensure that all complaints are handled with fairness, efficiency and integrity. The Senior Manager will supervise a team of investigators, drive strategic initiatives, manage high profile complaints and collaborate with the Executive Manager to align unit operations with organisational goals.

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Key Performance Areas:

- Leadership and Team Management;
- Strategic Planning and Implementation;
- Operational Oversight;
- High profile complaints management;
- Stakeholder engagement;
- Reporting and analysis;
- Policy development and review;
- Strategy articulation and administration;
- Policy Coordination;
- Project Management;
- Planning organising and budgeting;
- Financial Management;
- Departmental performance management and reporting; and
- People Management.

Leading Competencies:

- High level ability in the use of e-mail, electronic diaries, teleconferencing, videoconferencing, City systems and Microsoft Office applications i.e Word, Excel, Access and PowerPoint;
- Excellent interpersonal, liaison and communication skills, including the capacity and ability to negotiate or communicate on behalf of the Executive Manager with senior internal and external stakeholder;
- Ability to communicate effectively and manage relationships to ensure cooperation and transparency;
- Proven ability to prepare and present detailed reports on unit performance, investigation outcomes trends; and
- Proficiency in using investigation and case management software to track case progress, manage data and maintain accurate records.

Core Competencies:

- Knowledge of financial principle and practices;
- Knowledge of administrative and clerical procedures and systems such as filing and record management systems and other office procedures and terminology;
- Must be capable of gathering and analysing information;
- Sound knowledge of risk management;
- Ability to supervise subordinate employees to include establishing and applying standards for performance in a fair and impartial manner, distinguishing between effective and ineffective procedures and job performance, providing appropriate discipline interpreting and implementing instructions by management;
- In depth knowledge of national policy and legislation impacting on municipalities; and
- Ability to maintain and ensure the confidentiality of employee personnel files and contents.

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"All suitably qualified candidates are encouraged to apply and will be considered. The City of Johannesburg applies the principles of employment equity as per National legislation and policy guidelines and will consider designated groups in line with these requirements. Preference will be given to previously disadvantaged groups including those with disabilities. Appointments will be made in accordance with the approved Employment Equity Plan to promote its equitable representation in terms of race, gender and disability."

Please take note that only online applications will be considered. Please apply by using the following link below:

https://share-eu1.hsforms.com/1DAIwRiJbRq2F77JD0sQm8Qew554

APPLY ONLINE VIA THIS LINK: www.joburg.org.za

ENQUIRIES ONLY:
Contact Person: Humphrey Mphahlele
Tel No: 010 288 2800

CLOSING DATE: FRIDAY, 04 APRIL 2025

Applicants are respectfully informed that, if no notification of appointment/response is received within six (6) weeks of the closing date, they must accept that their application was unsuccessful. By submitting your application for a position at the City of Johannesburg, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process. In terms of the Talent Acquisition Policy of the City of Johannesburg, you hereby consent to the following risk checks should your application be shortlisted:

- Credit Record,
- CV validation,
- Employment record verification,
- Criminal check,
- Identity validation.