JOB OPPORTUNITY

VACANCY ALERT

Joburg

a world class African city

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CityofJoburg



WE HAVE EXCITING CAREER OPPORTUNITIES FOR:

PERMANENT POSITIONS

- **Investigator**
- **Investigation Officer**

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
097/2025
City of Johannesburg

Publication Date:
Wednesday, 13 August 2025

Closing Date:
Tuesday, 26 August 2025

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

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INVESTIGATOR

Department: Office of the Ombudsman
Branch: **Complaints & Investigations**
Designation: **Investigator**
Remuneration: R55 679.29 pm (basic salary, excluding benefits)
Location: Sappi Building, 48 Ameshoff Street, Braamfontein

Minimum Requirements:

- Grade 12 (NQF level 4) plus a Law degree or equivalent (NQF level 7);
- 6 - 8 years' appropriate experience in handling of complaints/investigations and customer service environment;
- Own reliable transport with valid driver's license.

Primary Function:

To investigate all complaints relating to alleged acts of maladministration where members of the public within the City of Johannesburg are alleged to have suffered an injustice as a result of such maladministration by the administration or any of its employees, and where such acts allegedly infringe upon the Constitutional rights of an individual, are investigated in line with the Ombudsman By-law and dealt with in a proper manner.

Key Performance Areas:

- Investigate any alleged act or omission or any attempt by an employee serving in the municipality or municipal entity which constitutes any maladministration in the affairs of the municipality to the prejudice of a member of the public;
- Ensure the engagement of the public, to promote the knowledge and awareness of the Office of the Ombudsman's roles and responsibilities;
- Conduct own instance investigation relating to poor service delivery, human rights, maladministration, etc against the City of Johannesburg;
- Provide mentorship to the Trainee Investigators;
- Compile reports relating to investigation work in the Office of the Ombudsman and monitoring the implementation of recommended corrective action;
- Investigate complaints of Human Rights violation by the administration of the municipality.

Leading Competencies:

- Advanced Computer literacy (Microsoft Word, Excel, PowerPoint and database management);
- Excellent Communication skills (verbal and written);
- Deadline driven, extensive drive and perseverance;
- Investigation and Report writing skills;
- Strong organizing and attention to detail skills; People Management; Stakeholder Management; Conflict Management and Risk Management.
- High level of confidentiality and organisational skills;
- Time Management, working independently, under pressure, and the ability to prioritise.

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Core Competencies:

- Administrative investigation skills
- Good interpretation and application of the law;
- Comprehensive understanding of local government processes and programmes as well as report writing skills;
- Collaborative/Teamwork, Values and Integrity, Well-developed attention to detail, and quality-focused;
- Customer and Service Delivery Management (Batho Pele) Ethics, Professionalism;
- Impact and Influence according to City's protocols, legislation, and standards.

"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/1rPhO5AmUQ2CeqLMy5Btdpgew554

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

ENQUIRIES ONLY:
Contact Person: Katlego Nthutang
Tel No: 010 288 2800

CLOSING DATE: TUESDAY, 26 AUGUST 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.

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INVESTIGATION OFFICER

Department: Office of the Ombudsman
Branch: **Complaints & Investigations**
Designation: **Investigation Officer**
Remuneration: R35 043.67 pm (basic salary, excluding benefits)
Location: Sappi Building, 48 Ameshoff Street, Braamfontein

Minimum Requirements:

- Grade 12/ NQF level 4 plus Diploma in Law (NQF level 6). Degree in law will be an added advantage.
- 3 - 5 years' experience in handling of complaints / investigation and customer service environment.
- Knowledge and understanding of local government legislations, systems process, and programmes.

Primary Function:

Assist in investigation of all complaints relating to alleged act maladministration where members of the public are alleged to have suffered an injustice as a results of such maladministration by the administration or any of its employees and where such acts allegedly infringe upon the Constitutional rights of an individual, are investigated in line with the Ombudsamn By-law and dealt with in a proper manner.

Key Performance Areas:

- Assist in the investigation of any alleged act or omission or any attempt by an employee service in the municipality or municipal entity which constitute any maladministration in the affairs of the municipality to the prejudice of am members of the public;
- Assist in engaging the public to promote the knowledge and awareness of the Office of the Ombudsman role and responsibilities;
- Assist to conduct own instance investigation relating to poor service delivery, human rights, maladministration, etc against the City of Johannesburg;
- Assist in compiling reports relating to investigation work in the Office of the Ombudsman and monitor implementation recommended corrective action;
- Assist in investigation complaints of human rights violation by the administration of the municipality.

Leading Competencies:

- Computer Literacy (Microsoft Word and Excel);
- Communication (verbal and written);
- Interpersonal skills;
- Report writing skills.

Leading Competencies:

- Customer Relationship Management;
- Extensive drive and perseverance;

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City of Johannesburg

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- Team orientated
- Deadline driven;
- Conflict handling;
- Batho Pele;
- Attention to detail.
- High level of confidentiality and organisational skills;
- Time Management, working independently, under pressure, and the ability to prioritise.

"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."

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