

NATIONAL SCHOOL OF GOVERNMENT

The National School of Government (The NSG) contributes to the building of an effective, capable and professional public service through the provision of relevant, mandatory and non-mandatory training programmes.

Suitably qualified, dynamic, passionate, and experienced persons are invited to apply for the vacant permanent positions. Applicants are requested to visit the NSG website at www.thensg.gov.za or www.dpsa.gov.za for information on the requirements and duties of the position.



APPLICATIONS

Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001 or use the e-mail address indicated for each post. Should you submit your application and CVs to the address not as specified, your application will be regarded as lost and will not be considered. Applicants are encouraged to apply via the e-recruitment system.

FOR ATTENTION AND ENQUIRIES: NOTE:

Kindly contact Mr Thabo Ngwenya (012) 441 6108 or Mr Mpho Mugodo, (012) 441-6017. Applications must consist of: A fully completed and signed new Z83 form with a comprehensive CV containing contactable references. Only shortlisted candidates will be required to submit certified documents on or before the day of the interview. The relevant reference number must be quoted in the application form. Foreign qualifications must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA). Shortlisted candidates non-SMS post might be subjected to a technical exercise for the post (s) All appointments are subject to personnel suitability checks such as security vetting, citizen verification, financial records check, and qualifications verifications. Applications who do not comply with the above-mentioned requirements as well as applications received late, will not be considered. The selection process of the SMS post will be in line with the Senior Management Service requirements. The successful candidate will be expected to sign a performance agreement within three months from the date of assumption of duties and to disclose particulars of all registrable financial interests within a month. Appointments are subject to personnel suitability to sign a performance agreement within three months from the date of assumption of duties and to disclose particulars of all registrable financial interests within a month. The successful candidate will be expected to sign a performance agreement within three months from the date of assumption of duties and to disclose particulars of all registrable financial interests within a month. The selection process will be in line with the NSG Recruitment and Selection Policy and other prescripts. ***The employment decision shall be informed by the Employment Equity Plan of the Department to achieve its employment equity targets. It is the Department's intention to promote equity (race, gender, and disability) through the filling of this post. The NSG reserves the right not to make an appointment and to use other recruitment processes. Correspondence will be limited to shortlisted candidates only.***

CLOSING DATE: 08 SEPTEMBER 2023 @ 16h00.

Post 01: ASSISTANT DIRECTOR: ETD COORDINATION REF NO: NSG 19/2023

SALARY: (Salary level 9) commencing at R424 104.00 per annum plus competitive benefits cost to company.

CENTRE: Pretoria.

REQUIREMENTS: A tertiary qualification registered at (NQF Level 6) in Human Resource Development, Business Administration & Management, Public Administration & Management, Operations Management or Project management. 3 years' experience in education, training, and development (ETD) coordination or working in an ETD environment, including supervisory experience. **Knowledge:** Good understanding of the education, training, and development (ETD) environment. Practical and proven knowledge of ETD co-ordination or client service coordination. Proficiency with necessary technology such as software applications, computers etc. Good understanding of the public sector, relevant policies, and applicable legislative frameworks (including but not limited to: Public Service Act; Public Administration and Management Act; Public Service Regulatory Frameworks). Knowledge of professional bodies and regulatory body requirements (e.g., South African Qualifications Authority, Quality Council for Trades and Occupations, Council for Higher Education) Advanced computer literacy, including excellent working knowledge of MS Office suite and relevant

software for data analysis. *Batho Pele* principles. **Competencies/skills.** Events and project management

Time management. Strong interpersonal skills. Problem solving skills. Research and analysis techniques. Excellent organising and planning skills. Computer literacy in Microsoft Office Suite and other relevant solutions. Proven writing skills, including report writing, submissions and articles. Digital skills to work in digital environments with digital systems, management and reporting tools. Good conflict management skills. Creative and analytical skills **Personal Attributes:** Participate in professional development growth activities for maintaining professional knowledge and staying current with business solutions trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Ability to analyze problems, identify solutions and take appropriate action, resolve conflicts using independent judgment and decision-making processes. Ability to establish and maintain effective working relationships with management, employees, stakeholders, and the public. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Travel and work extended hours.

DUTIES:

Co-ordinate the planning process for the delivery of ETD events (e.g., face to face, virtual, e-learning and blended training). Manage bulk booking not to exceed the actual booked number. Co-ordinate ETD interventions with client departments, contracted service providers, and internal business divisions. Manage the processes related to procurement of logistics (e.g. venue and catering). Deployment of the panel of experts and HEI's in accordance with their area of specialisation. Prepare case files for handover (final attendance registers, verification of captured records, deviation memos/submissions, etc.) and submit to Learner Records after course reports. Management of priority clients (schedule meetings, ensure MOU/MOA project plans implementation). Monitor and assess each ETD event's success, prepare reports and identify areas of improvement. Manage the logistics related to printing and packaging of course material (for face-to-face training) and delivery before the ETD intervention. Monitor and replenish the stock levels of course material timeously and efficiently. Ensure the distribution and completion of learner evaluation questionnaires and feedback forms and submit to the relevant business unit. Ensure the thorough completion of attendance registers and the prompt receipt of reports from the panel of experts and higher education institutions (HEIs) subsequent to the educational and training development (ETD) intervention. Quality assure physical and online documentation received from the Contact Centre before co-ordination activities. Manage the quality of course materials distributed in line with the approved specification before printing as well as before dispatch to clients. Undertake periodic site visits to ETD venues (internally and externally) to ensure quality standards. Monitor the quality and performance of service providers responsible for catering, venues, and printing in line with the NSG policies and standards. Create awareness of NSG Standards, to Departmental Coordinators. Provide support in the orientation of contracted panel of experts and HEI's and assist in presenting on training logistics matters. Manage and verify the accuracy of data capturing into the system. Ensure quality of the ETD interventions into the system, through continuous monitoring and in liaison with relevant programme managers. Manage data integrity and security of learner personal information into the system. Liaise with Learner Records after each ETD intervention for the issuing of payments and certificates. Manage the resources (people, finance, systems, assets) allocated within the sub-directorate. Implement operations management within the sub-directorate, including determination of service standards, standard operating procedures, business process management, total quality management and digital transformation. Develop appropriate strategies and plans for the achievement of performance targets and sub-directorate requirements, including quarterly performance reporting. Identify and manage strategic and operational risks within the sub-directorate, as well as mitigation plans, including business continuity plans. Manage a team of employees, who are expected to accomplish assigned duties in an efficient, effective, and competent manner and to strive for improvement and excellence in all work performed. Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

APPLICATIONS

Postal: The Principal: National School of Government, Private Bag X759, Pretoria, 0001, hand delivery at ZK Mathews Building, 70 Meintjies Street, Sunnyside, Pretoria, or e-mail at Recruitment.ASD1@thensg.gov.za

ENQUIRIES:

Thabo Ngwenya (012) 441 6108

Post 01: ASSISTANT DIRECTOR: SYSTEMS DATA ANALYST REF NO: NSG 20/2023

SALARY: (Salary level 9) commencing at R424 104.00 per annum plus competitive benefits cost to company.

CENTRE: Pretoria.

REQUIREMENTS: A tertiary qualification at (NQF level 6) in Business Information Systems, Computer or Data Science. Registration with a relevant professional association/body may be an added advantage. Three (3) years' experience in business systems and data management, business analysis including supervisory experience. **Knowledge:** In-depth knowledge of business information systems and software. Knowledge of data management and analysis. Knowledge of education and training environment, including enrolment and delivery. Proficiency with learning management system (LMS) technology relating to digital innovations, software applications and hardware. Good understanding of the public sector, relevant policies, and applicable legislative frameworks (including but not limited to: Public Service Act; Public Administration and Management Act; Public Service Regulatory Frameworks). Advanced computer literacy, including excellent working knowledge of MS Office suite and relevant software for systems and data analysis. Ability to interpret technical information for translation to operational issues. *Batho Pele* principles. **Competencies/skills.** Strong interpersonal skills. Problem solving skills. Research and data analysis techniques. Proficiency in communication and presentation skills. Excellent project, time and people management skills. Report writing skills. Excellent organising and planning skills. Computer literacy in Microsoft Office Suite. Digital skills **Personal Attributes:** Participate in professional development growth activities for maintaining professional knowledge and staying current with business solutions trends. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to a team environment. Ability to analyze problems, identify solutions and take appropriate action, resolve conflicts using independent judgment and decision-making processes. Ability to establish and maintain effective working relationships with management, employees, stakeholders and service providers. Integrity and honesty; detail oriented; creative and innovative; ability to work under pressure. Work extended hours, when required.

DUTIES: Manage the efficient functioning of the Training Management System (TMS) from client enrolment to delivery and certification. Co-ordinate the integration of the TMS with other systems internally and externally. Liaise with TMS users to determine their needs and co-ordinate user requirement specifications with ICT unit and outsourced service providers. Undertake business systems analysis to define requirements and specifications for core business system solutions, including the documenting of interfaces between new and legacy systems. Serve as the TMS Systems Administrator and co-ordinate responses to unresolved incidents logged on the TMS as well as daily systems issues. Manage the training of users on the core business systems and provide user support. Facilitate and coordinate System change management and User Acceptance testing processes. Manage and analyse data on the TMS to generate trends and reports that inform reporting and decision-making. Manage the capture of accurate and timely data into the Training Management System and various learner management systems (QCTO, PSETA). Build algorithms to merge, manage and extract data to develop tailored reports to internal business units. Ensure the data security and integrity on the TMS, working closely with the outsourced service providers. Undertake monthly, quarterly and annual reporting on ETD delivery performance, and ensuring management of evidence for audit purposes. Provide advice and make proposals to management on the use of digital solutions for efficient ETD delivery. Undertake research on new digital innovations and technological trends to adapt to new and beneficial technologies. Liaise with the ICT unit and outsourced service providers to ensure that the core business systems align to the NSG strategy and performance areas. Identify and manage areas for new or existing software systems and hardware configurations that the NSG may require. Translate business needs into recommendations for digital improvements and eliminate outdated dated programmes/hardware/software. Serve as the focal point between the business and systems requirements, through consistent liaison with TMS users and outsourced service providers. Participate in internal and external networks and multi-sector relationships that serve the interests of the NSG. Participate in relevant internal governance structures (e.g. Systems Administrators Forum). Collaborate with the outsourced service provider to undertake surveys to assess efficiency and performance of the TMS. Supervise the resources (people, finance, systems, assets) allocated within the sub-directorate. Implement operations management within the sub-directorate, including determination of service standards, standard operating procedures, business process management, total quality management and digital transformation. Develop appropriate strategies and plans for the

achievement of performance targets and sub-directorate requirements, including quarterly performance reporting. Identify and manage strategic and operational risks within the sub-directorate, as well as mitigation plans, including business continuity plans. Supervise a team of employees, who are expected to accomplish assigned duties in an efficient, effective, and competent manner and to strive for improvement and excellence in all work performed. Preference will be given to Youth, African Males, African Females, Coloured Males, and people with disability in accordance with our employment equity requirements.

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ENQUIRIES:

Thabo Ngwenya (012) 441 6108