



KWAZULU-NATAL PROVINCE

ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

Applications are invited from suitably qualified and experienced persons for filling the following position/s:

DEPUTY DIRECTOR:	CONSUMER COMPLIANCE AND ENFORCEMENT
SALARY PACKAGE:	R 869 007 PER ANNUM (All-inclusive salary package to be structured in accordance with the rules of MMS)
SALARY LEVEL:	12
REFERENCE:	DD-CONS ENF/ 05 AUG 2021

REQUIREMENTS: An appropriate National Diploma/Bachelor's Degree in Law, B Proc, LLB or a qualification in investigation at NQF level 6/7 as recognized by SAQA. •A minimum of three years Junior Management and practical work experience in the field of Consumer Protection Enforcement, handling of ADR's or litigations, investigations, inspections and prosecutions. •A valid driver's licence is a prerequisite. Admission as an Attorney or Advocate will be an added advantage.

COMPETENCIES NEEDED: Detailed knowledge of all consumer legislations including the following: Consumer Protection Act (National and Provincial) National Credit Act; Commission Act; Access to Information Act; Consumer Protection Bill; National Credit Act; Competition Act. Sound Knowledge and understanding of the regulatory framework for the Public Service e.g. Public Service Act, PFMA, Treasury Regulations, Constitution of Bid Committees and contracts, Public Service Regulations, Labour Relations Act, Occupational Health and Safety Act, Basic Conditions of Employment Act, Skills Development Act, Service Delivery Frameworks, policies and strategies. Ability to interpret and apply policies, advanced knowledge and application of general management and project management principles. Knowledge of the Constitution of South Africa, Public Service systems, Public Service Code of Conduct. Reasonable knowledge of the various pieces of legislation to assist in conducting investigations, inspections and prosecutions; in-depth knowledge of prescribed manuals to resolve disputes in terms of – mediation / arbitration. Ability to communicate at all levels: Provincial and National Departments; Senior Management; Private Sector Organizations and General Public.

The job holder is expected to be competent in the following skills:- Communication skills both written and verbal, Computer skills, Research; problem solving; conflict management; negotiation skills; interpretation of various bills/act; complaints analysis; Policy/Legislation; in-depth comprehension of analysing complaints handling reports, trends, and Consumer Forum reports; project management; presentation skills; stakeholder liaison; conducting community awareness programmes; exceptional writing skills particularly reports as required by management; develop strategic and business plans; develop and/or coordinate training and capacity building programmes for staff development.

KEY PERFORMANCE AREAS: • Manage and facilitate the business compliance inspections in the province • Conduct investigations on consumer complaints, businesses and port of entries in the province • Prepare the consumer complaint cases for prosecution at the Consumer Tribunal/Court • Develop interventions for the improvement of consumer compliance and enforcement within the province • Establish and maintain network and partnerships with services providers and industry regulators aimed at protecting consumer rights • Develop policies and strategies and ensure proper implementation of Consumer Protection Law aimed at improving services delivery • Manage and maintenance of the consumer protection awareness materials • Manage resources of the Sub-Directorate.


ENQUIRIES:

MR T SELEPE

CONTACT NO:

033-264 2716

NOTES TO CANDIDATES

1. The Department of Economic Development, Tourism and Environmental Affairs is an equal opportunity and affirmative action employer. Applications from candidates whose appointment will bolster the Employment Equity profile of the Department will serve as an added advantage and will be considered favorably; hence candidates from designated groups as defined in the Employment Equity Act are encouraged to apply. 
2. Location: **PIETERMARITZBURG** (Not unless otherwise specified for the post)
3. All information submitted will be treated as confidential. The Department reserves the right to withhold the filling of the abovementioned posts at any time prior to an appointment being made.
4. All applications must be submitted on the prescribed Application for Employment form (Z83) obtainable from any Public Service Department which must be originally signed and dated. **A new Z83 application form for applying for employment became effective from the 1st of January 2021. The new Z83 application form can be downloaded at www.dpsa.gov.za-vacancies** The application form must be accompanied by certified copies of qualifications (not copies of previously certified copies), Identity Document, and a comprehensive CV. Should an applicant be in possession of a foreign qualification it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA).
5. **The appointment is subject to positive outcome obtained from the State Security Agency to the following checks (security clearance, qualification, citizenship and previous employment verifications). The Department will conduct a reference checks with the HR of the current and or /previous employer(s) apart from referees listed.**

6. Misrepresentation in the application documents will result in automatic disqualification and disciplinary action in the event the candidate has already been appointed. The Department reserves the right not to make appointment(s) to the advertised post(s).
7. **Failure to submit all the requested documents will result in the application not being considered.**
8. Kindly note that Written Exercises/Tests may be used as a shortlisting criterion to some of the positions.

10. CLOSING DATE FOR RECEIVING APPLICATIONS: 06 SEPTEMBER 2021 AT 16H00

11. Candidates are discouraged from sending their applications through registered mails as the Department will not take responsibility for non-collection of those applications.
12. Applicants requiring additional information regarding an advertised post must direct their enquiries to the person whose name appears under each post.
13. Due to the anticipation of the volume of applications we will receive in response to this advertisement, correspondence will be limited to short-listed candidates only. Should you not hear from us within three months of the closing date of this advertisement, please accept that your application was unsuccessful. Applicants are informed that applications, copies of qualification and CV's will not be returned.
14. **Please forward your application, quoting the relevant reference number and the name of the publication in which you saw this advertisement to: The Head of Department, Department of Economic Development, Tourism AND Environmental Affairs, Private Bag x9152, PIETERMARITZBURG, 3200 for the attention of Ms Nozipho Xolo. Applications may also be hand delivered to Ground Floor, 270 Jabu Ndlovu Street, Pietermaritzburg, 3201.**