



## water & sanitation

Department:  
Water and Sanitation  
**REPUBLIC OF SOUTH AFRICA**

DEPARTMENT OF WATER AND SANITATION  
CLOSING DATE: 29 January 2021

Note: Interested applicants must submit their applications for employment to the e-mail address specified on each post. **Applications must be submitted using the newly implemented Z83** form obtainable on the Department of Water and Sanitation's website, under career opportunities or the DPSA website, under vacancies in the Public Service (point 4) and should be accompanied by a comprehensive CV as well as copies of qualifications and Identity document (all documents must be submitted in **one** email in a PDF format. The attachment/s, may not **exceeding 10mb**) Subject title on the email must clearly display the **reference number** of the post applied for. Applicants should forward applications to the correct email address of the post as wrong emailed applications will not be considered. No late, applications will be accepted. Original/certified copies must be produced by only shortlisted candidates during the interview date. A SAQA evaluation report must accompany foreign qualifications. Applications that do not comply with the above mentioned requirements will not be considered. All shortlisted candidates for SMS posts will be subjected to a technical and competency assessment. A pre-entry certificate obtained from the National School of Government (NSG) is required for all SMS applicants. Candidates will be required to complete a financial disclosure form and undergo a security clearance. Foreigners or dual citizenship holders must provide a police clearance certificate from country of origin. The Department of Water Sanitation is an equal opportunity employer. In the filling of vacant posts, the objectives of section 195 (1) (i) of the Constitution of South Africa, 1996 (Act No: 108 of 1996), the Employment Equity imperatives as defined by the Employment Equity Act, 1998 (Act No: 55 of 1998) and relevant Human Resources policies of the Department will be taken into consideration. Correspondence will be limited to short-listed candidates only. If you do not hear from us within two (2) months of this advertisement, please accept that your application has been unsuccessful. The department reserves the right not to fill these positions. Women and persons with disabilities are encouraged to apply and preference will be given to the EE Targets

POST: DEPUTY DIRECTOR: CONSUMER PROTECTION REF NO: 290121/06

BRANCH: REGULATION

SALARY: R869 007 per annum, (Level 12), (All-inclusive salary package)

CENTRE: Pretoria (Head office)

REQUIREMENTS: A relevant National Diploma or Degree. Three (3) to five (5) years relevant management experience in the water sector environment. Knowledge and experience in consumer protection intergovernmental relations. Knowledge of Public Service Act and regulations. Knowledge of (PFMA) Public Finance Management Act, Municipal Finance Management Act (MFMA), Water sector legislation, policies and strategies. Knowledge of project management, problem solving and analysis. Good people management, empowerment and, change management interventions and knowledge management skills. Service delivery analysis, client orientation and customer focus skills. Good communication skills both verbal and written. Conflict management, accountability and good ethical conduct

DUTIES: Develop and implement policies and guidelines for consumer protection and monitor compliance to water legislation on the provision of water consumers. Develop the consumer satisfaction assessment tool to be aligned with the Regulatory Performance Measurement System (RPMS), covering the whole value chain. Ensure that all disputes between users and providers are managed in terms of the Dispute Resolution process. Conduct periodic strategic assessment of water policies and strategies on emerging water users for economic development. Management of human resources.

ENQUIRIES: Ms. S Moshidi, Tel No: 012 336 6614.

APPLICATIONS: Head Office (Pretoria): Please email your applications quoting the relevant reference number to [Recruitment@dws.gov.za](mailto:Recruitment@dws.gov.za) For Attention: Ms. L Mabole.