ADVERTISEMENT

DEPARTMENT OF TOURISM

The Department of Tourism is an equal opportunity, affirmative action employer. It is our intention to promote representivity (race, gender and disability) in the Department through the filling of these posts.

APPLICATIONS: Applications, quoting the relevant reference number, must be forwarded to the attention of Chief Director: HR Management and Development at Department of Tourism, Private Bag X424, Pretoria, 0001, or hand delivered at Tourism House, 17 Trevenna Road, Sunnyside, Pretoria, or by email as provided.

CLOSING DATE: 20 November 2026 by 16:30 (Late applications will not be considered)

NOTE: Application must include a new Z83 form and CV only. Electronic applications must be in PDF format and made up of a single document file. Indicate the correct job title and the reference number of the post on the subject line of your email. Applications quoting the relevant reference number must be submitted on the new Z83 form, obtainable from any Public Service Department or on the internet at www.gov.za/documents. Received applications using the incorrect application for employment (i.e. old Z83 form) will not be considered. Each post's advertisement must be accompanied by its own application form for employment and must be fully completed, initialled, and signed by the applicant as instructed below. Failure to fully complete, initial, and sign the Z83 form will lead to the disqualification of the application during the selection process. All fields of Sections A, B, C, and D of the new Z83 form must be completed in full. Due to the limited space on the new Z83 form, it is acceptable for applicants to refer to their CV or indicate "see attached" in respect of Sections E, F and G. However, the question related to conditions that prevent re-appointment under Part "F" must be answered, and the declaration signed. Only an updated comprehensive CV (with detailed previous experience, if any) and a completed and signed new Z83 application form are required. Only shortlisted candidates will be required to submit certified copies of qualifications and other related documents on or before the day of the interview, following the communication from Human Resource Management, and such qualifications and other related documents will be in line with the requirements of the advert. Applicants in possession of foreign qualifications must be accompanied by an evaluation report issued by the South African Qualifications Authority (SAQA) (only when shortlisted). Applicants who do not comply with the abovementioned instructions/ requirements, or whose applications were received late, will not be considered. Correspondence will be limited to shortlisted candidates only. All shortlisted candidates, including those for the Senior Management Service, shall undertake two pre-entry assessments. One will be a practical exercise to determine a candidate's suitability based on the post's technical and generic requirements and the other must be an integrity (ethical conduct) assessment. Candidates will further be subjected to a personnel suitability check (criminal record, citizenship, credit record checks, qualification verification, and employment verification). Following the technical exercise and interview, a maximum of three (3) SMS candidates will undergo psychometric assessments to assess cognitive capabilities, behavioural preferences, emotional intelligence, and integrity. Appointment validity will be conditional to signing of the employment contract, performance agreement, and annual financial disclosure, and attainment of a security clearance (vetting) applicable to the post. The Department reserves the right not to make an appointment. By applying for this post, you are consenting to the Department of Tourism processing your personal information, subject to POPIA.

POST: **DEPUTY DIRECTOR: CHANGE MANAGEMENT AND SERVICE DELIVERY IMPROVEMENT MECHANISM (REF NO: DT62/2026)**

SALARY: R 932 292 per annum (all-inclusive remuneration package consisting of a basic salary, the State's contribution to the Government Employees Pension Fund and a flexible portion that may be structured according to the MMS dispensation)

CENTRE: Pretoria

REQUIREMENTS: A recognised NQF level 7 qualification in Work Study/ Management Services/ Operations Management/Organisational Development/Change Management / Industrial Psychology/ Human Resource Management or related field. 5 years'

experience in change management, organisational development, service delivery improvement, Batho Pele and/or operations management environment, of which three (3) years must be at supervisory level. Legislative and Regulatory Framework: Public Service Act of 1994 as amended. Public Service Regulations, 2016 as amended. Public Finance Management Act, 1999 as amended (PFMA). Treasury Regulations of 2005 as amended. The white Paper on Transforming Public Service Delivery (Batho Pele) (WPTPSD), 1997. Public Service Charter Directive. Operational Management Framework. Complaints and Compliments Management Framework (CCMF), 2013.All applicable directives from relevant authorities). Knowledge of: Policy development, analysis and implementation. Change Management. Project Management. Customer Focus and Responsiveness. Service Delivery Innovation. Programme and Project Management. People management and empowerment. Organisational, planning and co-ordination skills. Good communication skills (verbal and written). Computer literacy. Interpersonal skills. Analytical skills. Problem solving skills. Team Leadership. Research skills. Facilitation and presentation skills. Ability to work individually and in a team. Innovative. Conflict Resolution. Articulate. Initiative. Impact and Influence. A valid driver's licence (Persons with disabilities that prevent them from driving will still be considered).

DUTIES:

The successful candidate will be responsible for designing and implement Change Management initiatives; Developing, review and monitor the implementation of the departmental change management framework; Developing and implement change management strategies in response to change initiative projects in the department; Conducting culture surveys and audits to assess the Departmental change requirements; Determining change requirements aligned to changes in systems and processes (including IT processes and systems); Collaborating with and influence stakeholders on change requirements, as the custodian of change in the Department; Developing interventions to address change requirements; Networking, influence, and liaise with operational managers and staff to ensure change buy-in and implementation; Identifying and develop relevant communique and supporting change management material; Identifying change agents within the Department and ensure their effective onboarding; Facilitating the development of training to capacitate the Departmental change agents; Continuously measure and evaluate results and progress; Coordinating the development and implementation of Departmental service delivery improvement planning; Coordinating the planning , development , implementation , monitoring, reporting and evaluation of continuous service delivery improvement within the department; Designing and co-ordinate implementation of client orientation strategy and policy; Ensuring that the department has developed a functioning, well-managed complaints and compliments management system that informs critical service delivery and citizen satisfaction areas of improvement as outlined in the Complaints and Compliments Management Framework; (CCMF), 2013; Establishing and maintain correspondence with clients and stakeholders and respond queries; Designing, implement, and maintain suggestion system to improve customer service; Conduct customer service improvement surveys (internal and external); Participating in the National service delivery and innovation fora; Developing and review service standards delivery charter in the department; Coordinating the development, review and implementation of the minimum standards for the level and quality of services the department will provide; Developing and review the departmental service Delivery Charter; Monitoring departmental performance against standards and produce annual reports; Implementing Operational Management Framework (OMF) in collaboration with the Organizational Development unit; Coordinating and monitor the implementation of the Batho Pele Programmes; Managing the customer service improvement programmes; Developing, review and monitor the implementation of Batho Pele Plan; Managing the Batho Pele Programmes in the department; Ensuring continuous reporting on Batho Pele compliance; Representing the Department at all functions of Batho Pele meetings and forums; Facilitating the departmental Know Your Rights campaigns and the Service Excellence Awards in the department; Establishing Departmental Batho Pele Forum and co-ordinate its programmes; Ensuring improved client satisfaction, customer relations and customer care plans. .

EE REQUIREMENTS: Coloured Male and White Male candidates as well as Youth and People with Disabilities are encouraged to apply.

ENQUIRIES: Mr T Koena Tel. (012) 444 6154

EMAIL APPLICATION: Recruitment6226@tourism.gov.za