

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 deliver at Tourism House, 17 Trevenna Road, Sunnyside, Pretoria.

CLOSING DATE: 28 July 2023 at 16:30 (E-mailed, faxed and late applications will not be considered)

NOTE: Applications must be submitted on a duly completed New Z83 form obtainable from any Public Service Department or on the internet at www.dpsa.gov.za/documents. Applicants are not required to submit copies of qualifications and other relevant documents on application but must submit a fully completed signed Z83 form and a detailed Curriculum Vitae. Shortlisted candidates will be required to submit certified copies of qualifications and other relevant documents to HR on or before the day of the interview. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). All instructions on the application form and this advert must be adhered to. Failure to comply with these requirements will result in the applicants being disqualified. Correspondence will be limited to short-listed candidates only. If you have not been contacted within three months of the closing date of this advertisement, please accept that your application was unsuccessful. The Department reserves the right not to make an appointment. Short-listed candidates will be subjected to pre-employment screening and security vetting to determine the suitability of a person for employment. Shortlisted candidates may further be subject to a job related test. One of the minimum entry requirements for SMS is the pre-entry certificate submitted prior to appointment. For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/>

POST: **DIRECTOR: TOURISM VISITOR SERVICES AND COMPLAINTS MANAGEMENT (DT29/2023)**

SALARY: R1 162 200 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 personal needs within a framework)

CENTRE: Pretoria

REQUIREMENTS: A SAQA recognised B-degree (NQF7) in Travel and Tourism / Tourism Management or related field; Minimum of 5 years' working experience at middle/ senior management level. Understanding of government policies. Required proven skills: Strategic Management & Analysis, Stakeholder Engagement, Project Implementation, Evaluation and Reporting, Research and Analysis, Coordination, IDR Management Service Delivery Innovation, Financial Management, Change Management, Client Orientation and Customer Care, Good communication skills (verbal and written), Good interpersonal, negotiation and mediation skills. Required Knowledge: Tourism Management Tourism Sector Strategies, Tourism Stakeholders and Visitor Services, Intergovernmental Relations. Computer literacy, creatively and a valid driver's license.

DUTIES: Reporting to the Chief Director: Tourism Visitor Services the successful candidate provide strategic leadership and direction with respect to the following key functions: Coordinate, manage and develop norms and standards, guidelines and quality assurance of visitor information services; Coordinate , manage and implement programmes for development of visitor information and distribution; Establish partnerships and institutional arrangements to enhance the development of Tourism information distribution and access; Ensure that a National Visitors Services Framework is developed and implemented; Create network for visitor safety and support; Formulate and manage the component's resources against its strategic objectives.

ENQUIRIES: Ms L Mathopa, Tel. (012) 444 6426

NOTE:

All shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job. Some of the interviewed candidates will be subjected to a 2-day competency assessment that will test generic managerial competencies. Appointment will be subject to the signing of the performance agreement, employment contract and annual financial disclosure. EE Preference will be given to Coloured and White females.