



## JOB PROFILE

A. Post Information	
<b>Post Title</b>	Provincial Manager
<b>Component</b>	XX Province
<b>Location</b>	XX Province
<b>Post Reports To</b>	The COO (Operational Matters) and the CFO (On Corporate Support Services matters) through the Provincial Programmes Management Steering Committee

Job Profile Verification	
<b>Profile Verified By:</b>	All current Provincial Managers
<b>Date Verified:</b>	16 August 2011

Job Profile Validation	
<b>Profile Validated By:</b>	Kayum Ahmed (CEO) and Naledzani Mukwevho (Deputy CEO)
<b>Date Validated:</b>	17 August 2011

Job Evaluation Outcome	
<b>Confirmed Grade:</b>	
<b>Date Graded:</b>	

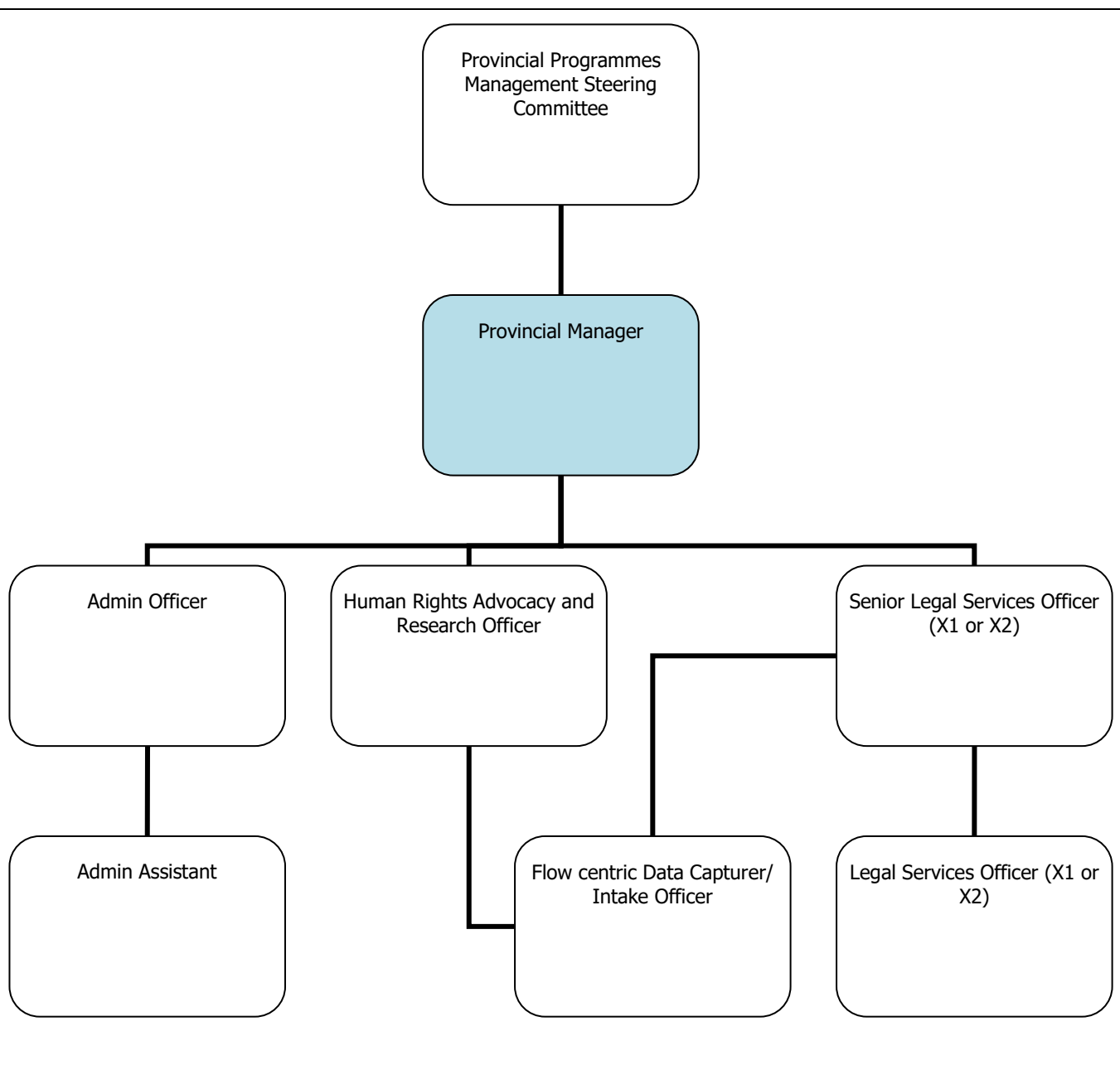
## B. Job Purpose

*Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).*

To manage the Provincial Office to ensure that the mandate of the SAHRC is effectively and efficiently carried out.

## C. Position of the Post in the Organisation

*Structure diagram*



<b>D. Key Responsibilities</b>			
<i>List major activities and contribution to the organisation for which this post is held accountable</i>			
<b>Key Performance Areas (KPA)</b>		<b>Activities (Linked to each of the KPAs)</b>	
<b>No.</b>	<b>KPA Description</b>	<b>No.</b>	<b>Activity Description</b>
1	Manage the Provincial Office and provide leadership, direction, support and advice to the Provincial Office.	1.1	Participate in the development of the strategic and annual performance plan for the SAHRC.
		1.2.	Manage the development of the operational plan for the Provincial Office in line with the strategic and annual performance plan of the Commission.
		1.3	Manage, monitor, evaluate and report on the implementation of the Province's operational plan, taking corrective actions where necessary.
		1.4	Measure and monitor the achievement of strategic objectives of the Commission within the Province and take corrective actions where necessary.
		1.5	Responsible for the management of the budget of the Provincial Office and ensure that expenditure is in line with budget requirements.
		1.6	Oversee and manage the human resources within the Provincial office in an efficient and effective manner.
		1.7	Plan, organise and control activities and resources pertaining to the proper and effective functioning of the Provincial Office.
		1.8	Ensure good governance within the Province in line with relevant legislation, regulations and policies.
		1.9	Oversee and ensure the implementation of all relevant policies, processes, procedures and tools, applicable to the Provincial Office and monitor implementation thereof.
		1.10	Manage the performance of all direct reports.

		1.11	Report on the activities of the Provincial Office to relevant stakeholders in line with requirements.
2	Oversee and ensure the provision of strategic and effective legal services on human rights issues within the Province.	2.1	Oversee and provide legal advice with regards to the interpretation of national and international laws/legislation on human rights.
		2.2	Provide legal advice and support on procedural and substantive legal matters within the Province.
		2.3	Ensure awareness of and monitor compliance with all the legal aspects of relevant national and international treaties, laws and legislation.
		2.4	Oversee and facilitate the provision of litigation services, advice and support on human rights violations.
		2.5	Oversee and ensure the effective implementation of the complaints handling processes, systems and procedures within the Provincial Office.
		2.6	Oversee and ensure that appropriate investigations are conducted by the Province with regards to reported/detected violations of human rights.
		2.7	Provide input, upon request, regarding the finalization of national MOUs and to ensure implementation of those MOUs within the Province.
		2.8	Ensure the maintenance of a proper and effective statistical reporting system for complaints within the Provincial Office.
		2.9	Ensure the finalization of all accepted complaints in accordance with adopted procedures.
3	Oversee and facilitate research within the Province	3.1	Provide input into the Commission's annual research agenda/ programme as may be required.
		3.2	Assist in the production of research reports for work carried out within the Province, as and when required.
		3.3	Manage and coordinate research activities within the

			Province.
		3.4	Facilitate engagement with the Research Unit at Head Office and other Provinces on specific cases.
		3.5	Provide inputs into Parliamentary submissions and oversee engagements with Provincial Legislatures.
4	Oversee and facilitate the promotion of human rights and the promotion of access to information within the Province	4.1	Assist in the effective monitoring, evaluation and reporting on the promotion and realization of human rights within the Province.
		4.2	Assist in raising awareness and publicity on human rights within the Province.
		4.3	Provide strategic leadership and direction in the identification, prioritization and setting of advocacy and education and training interventions and campaigns by the Province.
		4.4	Support (provide input into) the development and quality assurance of materials on awareness creation, and education and training on human rights.
		4.5	Provide advice with regards to the implementation and application of the Promotion of Access to Information Act.
		4.6	Coordinate and oversee the implementation of awareness and training and education interventions with regards to the Promotion of Access to Information Act within the Province.
		4.7	Liaise/ manage liaison with the Commissioners in line with the relevant strategic focus areas and as may be required.
5	Manage the provision of corporate support services within the Provincial Offices	5.1	Monitor compliance to service level agreements with regards to corporate support services provided to the Provincial Offices.
		5.2	Manage the provision of security management services within the Provincial Office and ensure compliance to relevant policies.

		5.3	Manage the provision of facilities management services within the Provincial Office.
		5.4	Monitor compliance to service level agreements with regards to corporate support services provided to the Provincial Offices.
		5.5	Manage the assets within the Provincial Office in line with the PFMA, Treasury regulations and SAHRC policies.
		5.6	Manage the provision of records management/ archiving support services within the Province.
		5.7	Manage the provision of administrative support services to the provincial office.
6	Develop strategic alliances and partnerships with all relevant stakeholders and effectively communicate with the media in order to promote and advance the SAHRC's vision, mission and mandate.	6.1	Build alliances and partnerships with all relevant stakeholders including donors in order to advance the work of the SAHRC.
		6.2	Build the profile and image of the Commission and effectively communicate the vision and objectives of the Commission.
		6.3	Participate and lead the SAHRC's participation in strategic stakeholder engagement and management as well as relevant interventions aimed at boosting relations with relevant structures including Government and the Legislature, within the Province.
		6.4	Attend and ensure attendance of identified national, regional and international events (seminars, workshops, meetings, conferences etc) as required promoting and advancing the work of the SAHRC.
		6.5	Facilitate engagements between the Commission and the media in order to advance the work of the Commission in the Province.

## E. Advisory Responsibility

*Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.*

To Whom	Type of Advice/ Information
Chief Executive Officer/ COO/CFO	<ul style="list-style-type: none"> <li>• Reporting on the strategic objectives of the provincial office</li> <li>• Reporting on the implementation of the Commissions annual plan and the operational plans of the provincial office.</li> <li>• Performance management and monitoring</li> <li>• Submission of monthly; quarterly and annual reports as required</li> <li>• Advice and assistance regarding provincial matters, as and when required.</li> </ul>
Provincial Programmes Management Steering Committee (PPMSC)	<ul style="list-style-type: none"> <li>• Member of the PPMSC</li> <li>• Actively participate in the PPMSC and contribute to the strategic leadership, advice and support on research matters, advocacy and training and education , PAIA and legal matters</li> <li>• Contribute/ enhance the discussions regarding advice on provincial requirements including stakeholder engagement requirements</li> <li>• Submission of reports as required</li> <li>• Performance managing and service delivery monitoring and evaluation, through quarterly and annual reports as required</li> </ul>
Commissioners	<ul style="list-style-type: none"> <li>• Collaboration, reporting and information sharing</li> </ul>
Provincial Legislatures	<ul style="list-style-type: none"> <li>• Information and reports on the activities of the Commission in the Province</li> <li>• Obtain support for the SAHRC</li> <li>• Collaboration and creation of strategic alliances</li> </ul>

Provincial Government Departments/ Cabinet	<ul style="list-style-type: none"> <li>• Engage and liaise with the various government departments within the province regarding Human Right issues.</li> <li>• Provide briefings; presentations and training as determined</li> <li>• Represent the Commission at various functions/ meetings pertaining to human right matters.</li> <li>• Collaborate on matters of mutual interest</li> </ul>
Independent State Institutions	<ul style="list-style-type: none"> <li>• Engage and Liaise with the various Chapter 9 institutions and other independent statutory institutions in the province regarding human right issues</li> <li>• Collaborate on matters of mutual interest</li> </ul>
Civil Society Organisations	<ul style="list-style-type: none"> <li>• Engage and liaise with various civil society organizations (NGO's/CBO's/FBO's) within the province</li> <li>• Provide briefings, presentations and training on human right issues as determined</li> <li>• Represent the Commission at various CSO functions/meetings pertaining to human right issues</li> <li>• Collaborate on matters of mutual interest</li> </ul>
The media (in line with delegations of authority)	<ul style="list-style-type: none"> <li>• Information and reports on provincial activities .</li> <li>• Provide information on human rights issues</li> </ul>
Donors and strategic partners	<ul style="list-style-type: none"> <li>• Information and reports on the activities of the Commission in the Province</li> <li>• Obtain support for the SAHRC</li> <li>• Collaboration and creation of strategic alliances within the province</li> </ul>
Communities residing with the province	<ul style="list-style-type: none"> <li>• These are our primary stakeholders. It is the responsibility of the provincial office to provide an effective and efficient service to all in the province</li> </ul>



## F. Accountability

*These fields are not compulsory and should only be completed if the fields are relevant to your post*

Number of staff directly managed	<ul style="list-style-type: none"><li>• 3 to 4 (Dependent on Province)</li><li>• Management of interns and other temporary staff (as and when)</li></ul>
Number of staff indirectly managed	<ul style="list-style-type: none"><li>• 2 to 3 (Depending on the Province)</li><li>• Interns etc</li></ul>
Financial accountability	<ul style="list-style-type: none"><li>• TBC (This will vary from Province to Province)</li></ul>

## G. Inherent requirements of the Post

*The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.*

### Skills/ Knowledge/ Behaviour:

Requirement	Type
<p><b>Key competencies</b></p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> <li>• Financial management</li> <li>• Strategic capability and leadership</li> <li>• Programme and project Management</li> <li>• Problem solving and analysis</li> <li>• People management and empowerment</li> <li>• Knowledge management</li> <li>• Communication</li> <li>• Change management</li> <li>• Service delivery innovation</li> <li>• Honesty and integrity</li> <li>• Client orientation and customer focus</li> <li>• Project Management</li> <li>• Litigation</li> <li>• Interpretation of Statutes</li> <li>• Case management</li> </ul>
<p><b>Knowledge and education</b></p> <p><i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i></p>	<ul style="list-style-type: none"> <li>• An appropriate degree in Law (preferably at Masters level)</li> <li>• An admitted Attorney or Advocate (admission and practice as an avocate)</li> <li>• Knowledge and understanding of all relevant human rights legislation</li> <li>• Knowledge of human rights theory and practices</li> <li>• Knowledge of research processes, principles and practices</li> <li>• Knowledge of the PFMA</li> <li>• Knowledge of all relevant legislation, policies and procedures</li> <li>• Knowledge and understanding of monitoring and evaluation</li> <li>• Programme management and implementation processes and</li> </ul>

	<p>practices</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of communications and stakeholder management requirements and processes</li> <li>• Should be able to: <ul style="list-style-type: none"> <li>○ link various related components of performance monitoring and evaluation together (for example, the inputs, processes, activities, outputs, outcomes, and impacts that constitute projects, programmes, and services), to form an integrated whole or system;</li> <li>○ set up &amp; manage the PMER system for their Programme, including the ability to - <ul style="list-style-type: none"> <li>▪ identify performance information requirements;</li> <li>▪ design performance reports (including system reports) to provide high quality performance information for all reportable areas under their control;</li> <li>▪ design performance measurements &amp; scores;</li> <li>▪ analyse, interpret &amp; evaluate performance reports;</li> <li>▪ communicate performance information effectively;</li> <li>▪ produce the performance results to the standard, &amp; within the timeframes required.</li> </ul> </li> </ul> </li> <li>• Applied understanding of: <ul style="list-style-type: none"> <li>○ the statutory and regulatory requirements regarding performance monitoring, evaluation &amp; reporting, including: Section 38(1)(a)(i) &amp; (b) Section 40(3) (a) of the PFMA, &amp; National Treasury Regulation 5.3.1 for Constitutional Institutions;</li> <li>○ Government Guide to the Outcomes Approach (2010);</li> <li>○ Framework for Managing Programme Performance Information (National Treasury, 2007);</li> <li>○ New Framework for Strategic Plans &amp; Annual</li> </ul> </li> </ul>
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	<p>Performance Plans (National Treasury, 2010);</p> <ul style="list-style-type: none"> <li>○ Statistics SA Statistical Quality Assessment Framework (2008);</li> <li>○ National Archiving &amp; Records Service of South Africa Standards for Records Management (NARSSA, 2007).</li> </ul> <ul style="list-style-type: none"> <li>● Understand the electronic system/s used in their area of responsibility, in order to: <ul style="list-style-type: none"> <li>○ ensure the quality of the data;</li> <li>○ set access levels &amp; authorise data corrections;</li> <li>○ maintain the integrity of the system; and</li> <li>○ identify/specify required system design changes to match the operational process &amp; reporting requirements.</li> </ul> </li> </ul>
<p><b>Experience</b></p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> <li>● At least 5 years relevant experience in a management position</li> <li>● Experience in human rights education and training specifically</li> <li>● Experience in the preparation and management of operational plans and budgets</li> </ul>

<b>H. Career pathing</b>	
<b>Next higher position:</b>	The COO or the CFO
<b>What is required to progress:</b>	Refer to job profile for requirements

**I. Job profile agreement**

*The Manager or his/her nominee reserves the right to make changes and alterations to this job profile as he/she deem reasonable, after due consultation with the post holder.*

**We the undersigned agree that the content of the completed Job Profile gives an accurate outline and content of the Post.**

<b>Title</b>	<b>Name</b>	<b>Employee Number</b>	<b>Signature</b>	<b>Date</b>