



JOB PROFILE

A. Post Information	
Post Title	Legal Services Officer
Component	XXX Provincial Office
Location	XXX Province
Post Reports To	Senior Legal Services Officer

Job Profile Verification	
Profile Verified By:	Various Stakeholders
Date Verified:	26 August 2026

Job Profile Validation	
Profile Validated By:	Various Stakeholders
Date Validated:	26 August 2026

Job Evaluation Outcome	
Confirmed Grade:	
Date Graded:	

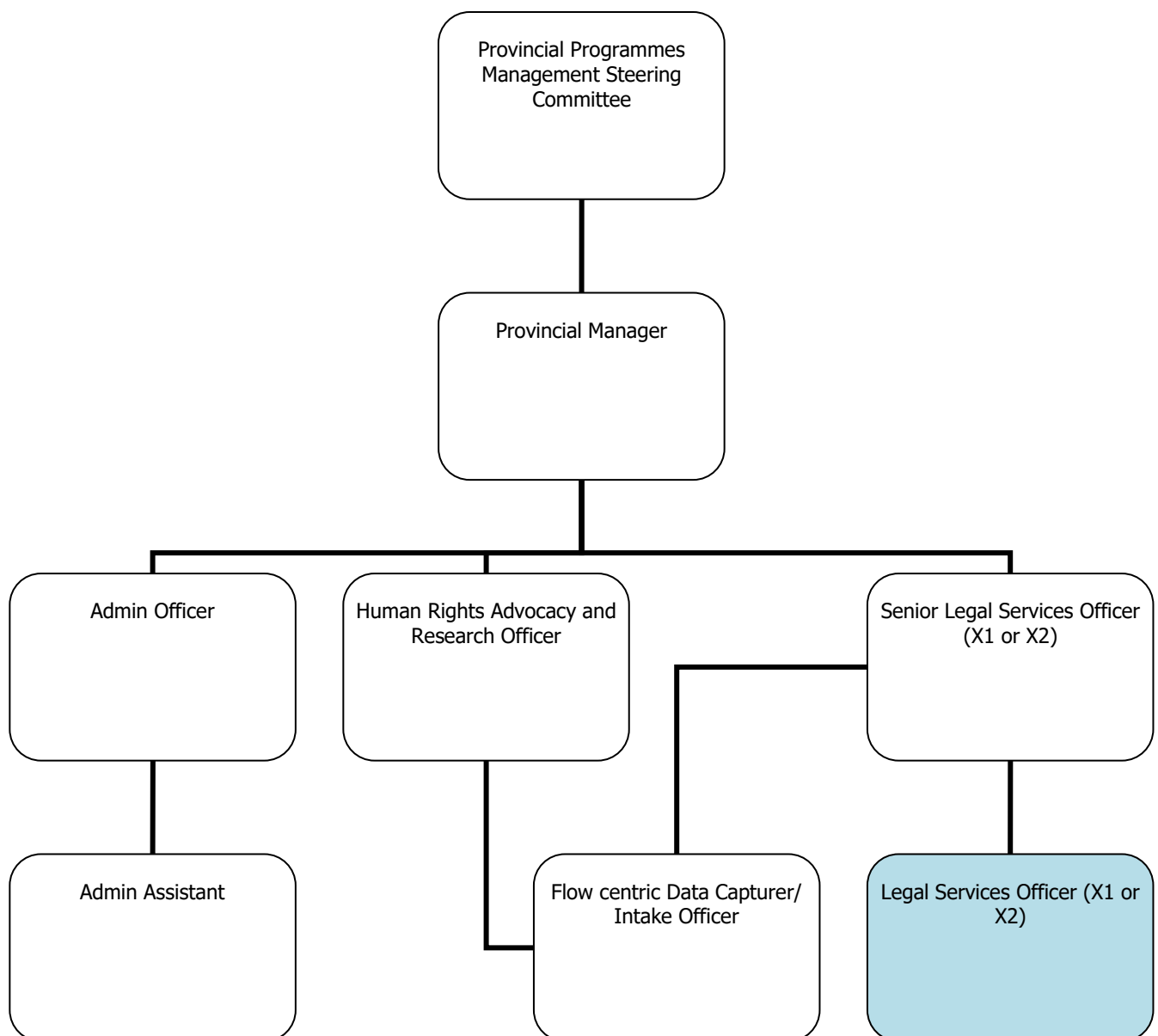
B. Job Purpose

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

To assist the Provincial office with complaints handling relating to human rights violations in accordance with the Commissions processes, procedures and manuals.

C. Position of the Post in the Organisation

Structure diagram



D. Key Responsibilities			
<i>List major activities and contribution to the organisation for which this post is held accountable</i>			
Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
1	Assist with and/or conduct investigations on human rights violations.	1.1	Undertake specific activities relating to investigations into human rights violations and abuses as outlined in the relevant procedures/legislation.
		1.2.	Provide advice and support and carry out legal analysis on issues relating to investigations into human rights violations under the guidance and direction of the Senior Legal Officer and/or Provincial Manager in accordance with the Commission's policies and procedures.
		1.3	Ensure that investigations are finalised in a methodical and sound manner.
		1.4	Assist in identifying matters that the Provincial office can potentially litigate on.
2	Handle and complete complaints in accordance with the Commission's complaints handling manual	2.1	Attend to the screening/summary of the complaints that have been lodged with the Provincial Office.
		2.2	Make follow-ups on complaints of human rights violations in accordance with the Commission's Complaints Handling Procedures.
		2.3	Attend consultations with complainants. Attend to and interact with complainants (under the direction of the Senior Legal Services Officer), respondents, attorneys, government departments and stakeholders in relation to the complaints handling as may be required.
		2.4	Assist with legal research with regards to the interpretation of statutes, exercise of power and or any other legal and human rights issues.

		2.5	Assist with drafting, including of subpoenas and provide relevant support as may be required.
		2.6	Support the Provincial Manager and the Senior Legal Services Officer in assessing complaints.
3.	General legal support	3.1	To Assist and facilitate the setting up of "help desks" / "Day Clinics" in different parts of the province (under the guidance of the Senior Legal Services Officer /Provincial Manager) to make the Provincial Office more accessible and visible to the public.
		3.2	To attend to advisories in accordance with the relevant procedures and ensure that proper records and information are kept.
		3.3	Ensure that proper records are kept of all complaints; advisories and statistical information.

E. Advisory Responsibility	
<i>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.</i>	
To Whom	Type of Advice/ Information
Provincial Manager	• Seek advice and support on human rights investigation
Senior Legal Services Officer	• Provide and seek advice and support on human rights investigation • Performance management and monitoring
All staff in the Provincial office	• Provide advice and support on human rights investigation • Provide advice on the interpretation of statutes
General Public	• Consult and interact with complainants (as required and directed by the Senior Legal Services Officer and/or Provincial Manager)
Stakeholders (State and non-state actors)	• Consult and interact on investigations relating to human rights violations (as and when required to do so by the Senior Legal Services Officer and/or Provincial Manager)

F. Accountability	
<i>These fields are not compulsory and should only be completed if the fields are relevant to your post</i>	
Number of staff directly managed	• 0
Number of staff indirectly managed	• 0
Financial accountability	• TBC

G. Inherent requirements of the Post	
<i>The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.</i>	
Skills/ Knowledge/ Behaviour:	
Requirement	Type
Key competencies <i>(This field requires a list of all skills, behaviour and attitude requirements)</i>	• Legal knowledge • Problem solving and analysis • Attention to detail • Communication • Honesty and integrity • Negotiation skills • Planning and organising • Sound judgment • Strong writing skills • Client/people skills • Legal Research ability
Knowledge and education <i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i>	• LLB degree • Admitted Attorney or advocate registered with the Legal Practice council/ relevant bar • Proven High Court Litigation experience • Right of appearance in court • Knowledge and understanding of all relevant human rights (National and International) legislations/ laws • Strong drafting skills, including pleadings, affidavits and related court documents • Driver's License
Experience <i>(Please list all relevant experience required for the post)</i>	• At least 2 years proven experience in constitutional, human rights or equality court matters • Proficiency in IsiXhosa and/or Afrikaans, and a postgraduate qualification in law (preferably in constitutional, human rights or public law) will be an added advantage.

H. Career pathing	
Next higher position:	Senior Legal Services Officer
What is required to progress:	Refer to job profile for requirements

I. Job profile agreement				
<i>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.</i>				
We, the undersigned, agree that the content of the completed Job Profile gives an accurate outline and content of the Post.				
Title	Name	Employee Number	Signature	Date