



## **SOUTH AFRICAN COUNCIL FOR PLANNERS SACPLAN**

*SACPLAN is an equal opportunity, representative employer. It is the intention to promote representivity (race, gender and disability) in the Council through the filling of positions.*

### **POST SDM/02 : SERVICE DELIVERY MANAGER**

#### **SALARY**

A salary package of R320 400.00 per annum

#### **PURPOSE:**

To provide comprehensive management and administrative support to SACPLAN

#### **KEY REQUIREMENTS**

- Grade 12 plus an applicable three (3) year degree or equivalent NQF 6 level qualification (preferably in Administration)(Experience in an Urban/Town and Regional Planning office will be an advantage);
- At least three (3) years middle management experience;
- Strong analytical and problem solving skills;
- Exceptional communication and report writing skills;
- Ability to work under continued pressure and meet deadlines;
- Focused and exemplary time management skills;
- Attention to detail and an ability to interpret business directives;
- Operate as team player but equally work independently;
- Professional and confidential conduct;
- Pro-active self-starter;
- Advanced computer literacy in the Microsoft Office suite;
- Employee management skills;
- Own transport;
- Valid Driver's licence.

#### **KEY RESPONSIBILITIES**

- Design and manage record system(s) within the Council (both paper and electronic systems);
- Generate reports applicable to operation of the Council.
- Financial background with regards to budgets, costs, analysis, etc.
- Plan special events and manage special projects specifically assigned.
- Manage efficiently in a multi-tasked environment and ensure deadlines are met.
- Ensure that Safety requirements are met and maintained.
- Deal with customer complaints.
- Deal with dispute resolution within the Council where applicable.
- Ensure that a database with membership information is implemented and well maintained and updated at all times.

- Ensure that applications for registration are complete and correct.
- Ensure that the capturing and information on the database is correct.
- Ensure that all office equipment is in good working order at all times.
- Liaise with external service providers and ensure that the necessary SLAs are in place.
- Extensive staff management.
- Close liaison with CEO on any related matters.
- Cultivating shared vision, direction and purpose for department.
- Ensure customer satisfaction.
- Develop and Manage and In-House Library system.
- Manage and oversee Appeal Board processes.

## **APPLICATIONS**

Applications, stating the name of post, must be submitted to: The Chief Executive Officer, South African Council for Planners (SACPLAN), PO Box 1084, Halfway House, 1685.

Email: [isolomon@sacplan.co.za](mailto:isolomon@sacplan.co.za).

Physical Address: International Business Gateway Office Park, Cnr. New Road & 6<sup>th</sup> Road, Midridge Office Park – Block G, 1<sup>st</sup> Floor, Midrand.

## **CLOSING DATE**

25 June 2018

## **NOTE**

Applications must have a covering letter, and should be accompanied by a comprehensive CV and *originally certified (certification not older than three months)* copies of qualifications including ID and Drivers Licence. Your CV should cite three contactable referees from previous employers. Correspondence will be limited to successful candidates only. If you have not been contacted within two months of the closing date of this advertisement, please accept that your application was unsuccessful. The successful candidate will be subjected to a security clearance as well as a competency assessment.

No applications from recruitment companies will be accepted.  
Applications not meeting the minimum requirements will not be considered.

SACPLAN reserves the right not to make an appointment.

**Please note – No faxed applications will be accepted.**