

JOB DESCRIPTION/JOB MODEL

NAME:	PERSAL NUMBER

A. JOB INFORMATION SUMMARY

JOB TITLE	Senior Manager: Communication Services
CORE	Administrative Personnel
JOB LEVEL	Level 13
DATE	06 October 2014
LOCATION	Bisho
BRANCH	Office of the Head of Department
POST REPORT TO	General Manager: HOD's Office
JOB CLASSIFICATION CODE	Senior Management

B. HIERARCHICAL POSITION OF POST

Head of Department General Manager Senior Manager Manager X 4

C. JOB PURPOSE (Linked to Strategic Plan)

To manage the provision of communication and events management

D. MAIN OBJECTIVES (Key performance area (KPA's)).

	MAIN OBJECTIVES	%
1	<p>Provide external communication and media management services</p> <ul style="list-style-type: none"> • Coordinate and manage external communication through print and electronic media services • Develop and manage media content and placement services • Provide media engagement, monitoring and analysis • Manage production services • Develop and maintain audio visual services • Responsible for speech writing services 	20
2	<p>To provide customer care services regarding the department's service delivery</p> <ul style="list-style-type: none"> • Develop and maintain customer care strategy to enhance service delivery in the Department • Monitor and evaluate the implementation of BATHO PELE principles • Monitor and evaluate the implementation of service delivery standards • Render advisory service to the management i.r.o reported cases/complaints • Coordinate and monitor the functioning of helpdesk services • Advise management on emerging issues impacting on client satisfaction index 	20
3	<p>To provide events management services</p> <ul style="list-style-type: none"> • Develop communication policy and strategies of the Department • Manage dissemination of departmental information through utilisation of thusong centers and other information outlets • Facilitate and coordinate departmental functions, conferences, exhibitions and road shows • Develop strategies in order to market all the Dept. Programmes 	20
4	<p>To provide internal communication</p> <ul style="list-style-type: none"> • Branding of the department to promote corporate image • Manage corporate identity of the Department • Mange all internal communication channels of the department • Develop and maintain departmental electronic communication systems (intranet, website, e-mail and video conferencing) 	2

E. DIMENSIONS OF THE POST

PERSONNEL BUDGET	EQUIPMENTS VALUE	STORES VALUE	BUILDING BUDGET

F. PERFORMANCE STANDARDS & INDICATORS (Based on main objectives)

Performance standard (measurable outputs / end results)	Indicator (Indicating how well / if standards were achieved)
MAIN OBJECTIVES	
Ensure management of Demographic Analysis and Population Research	<ul style="list-style-type: none"> • Available data • Available of socio economic profiles
Ensure Population Capacity Building, Advocacy and IEC	<ul style="list-style-type: none"> • Interaction with institutions
Manage Social Welfare Research	<ul style="list-style-type: none"> • Research conducted
Ensure formulation and development of Policies	<ul style="list-style-type: none"> • Available of socio economic profiles • Studies conducted • Assessments conducted

G. OUTPUTS PROFILE

Key customers	Requirements	Outputs

Senior Manager	Report on progress / planning input	<ul style="list-style-type: none"> • Monthly reports • Implementation of relevant policies • Render Related services • Service reports • Routine reports and notes • Protocols
Departmental staff/ colleagues	Teamwork, liaising, information-sharing, Good communication Feedback, referrals	<ul style="list-style-type: none"> • Routine memos and notes • Technical guidelines • Statistics
Multi disciplinary staff members	Using multidisciplinary team to render support to the Communication services, Co-operation, support, referral	<ul style="list-style-type: none"> • Referral reports / file notes • Regular meetings minutes

H COMPETENCY PROFILE

Knowledge	Skills	Personal attributes	Learning field
Knowledge of Public Service Legislation, Regulations and Policies.	Public Administration, Public Service Legislation, International Relations, Management of Diversity, Administration support to political bearers	Functioning of the National, Provincial and Local governments and more especially at strategic level management, Responsiveness; Pro-activeness; Professionalism;	Understanding of the relevant Acts/prescripts and legislations
Knowledge in the application of Public, Financial and Social Science	Programme and project management, Strategic leadership, Business and Public sector financial and people management, Corporate management abilities, Organizing, Planning, Communication, Problem solving and analysis	Functioning of the National, Provincial and Local governments and more especially at strategic level management Responsiveness; Pro-activeness; Professionalism;	Degree/ National Diploma in Communication Related fields Six to ten years appropriate managerial experience required Training in ethics Demonstrative ability to apply Communication for planning, ability to work under pressure;

			Continuous professional and ethical behavior
--	--	--	--

I. INDIVIDUAL DEVELOPMENT PROGRAMME (PRIORITY)

**** *IT WOULD DEPEND ON THE INDIVIDUAL DEVELOPMENT PRIORITIES*

J. CAREER PATHING

J.1 PROMOTION TO THE NEXT HIGHER POST

1. Next higher post : General Manager
2. Nature of work in next higher post: -As required in the higher post

K. AMENDMENTS TO THE JOB DESCRIPTION

- The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she deem reasonable in terms of changes in the job content in line with the strategic objectives of the Department, after due consideration with the postholder.

L. PERFORMANCE INSTRUMENTS

- The performance instrument of the postholder, should be read as an extension of this job description.

M. JOB DESCRIPTION AGREEMENT

- We, the undersigned agree that the content of the completed Job Description/Job Model gives an accurate outline and picture of the job as expected from the incumbent in this job:

SUPERVISOR:	JOB INCUMBENT:
RANK: General Manager	RANK: Senior Manager
DATE:	DATE:
ACCEPTED	SIGNATURE:
Additional comments/proposed time of revision of this job description: - only if there are changes in the job content.	
Date of revision:	