



JOB PROFILE

| A. Post Information | |
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| Post Title | Provincial Manager |
| Component | XX Province |
| Location | XX Province |
| Post Reports To | The COO (Operational Matters) and the CFO (On Corporate Support Services matters) |

| Job Profile Verification | |
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| Profile Verified By: | All current Provincial Managers |
| Date Verified: | March 2019 |

| Job Profile Validation | |
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| Profile Validated By: | T Thipanyane (CEO); Chantal Kisoona (COO) |
| Date Validated: | March 2019 |

| Job Evaluation Outcome | |
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| Confirmed Grade: | Level 13 |
| Date Graded: | |

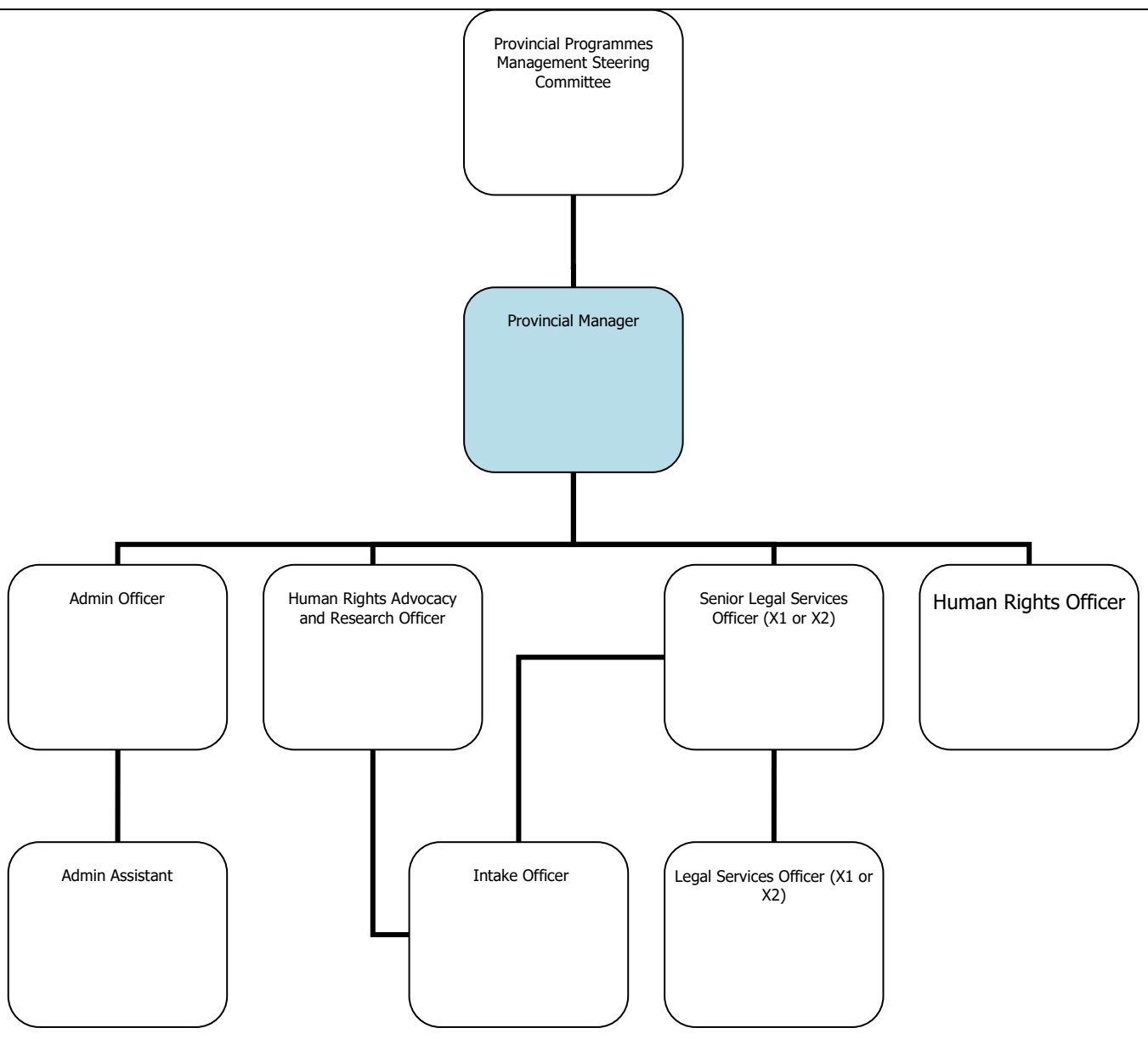
B. Job Purpose

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



D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

| Key Performance Areas (KPA) | | Activities (Linked to each of the KPAs) | |
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| No. | KPA Description | No. | Activity Description |
| 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 | Responsible for the management of the budget of the Provincial Office and ensure that expenditure is in line with organizational financial and corporate services requirements. |
| | | 1.5 | Oversee and manage the human resources within the Provincial office in an efficient and effective manner. |
| | | 1.6 | Ensure good governance within the Provincial Office in line with relevant legislation, regulations and practices and policies. |
| | | 1.7 | Oversee and ensure the implementation of all relevant policies, Charters, processes, procedures and tools, applicable to the Provincial Office and monitor implementation thereof. |
| | | 1.8 | Manage the performance and development of all direct reports. |
| | | 1.9 | Report on the activities of the Provincial Office to relevant stakeholders in line with requirements. |
| | | 1.10 | Design, oversee, guide implementation; evaluate, analyze and report on issue specific impact monitoring actions relating to promotion, protection |

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| | | | and monitoring work within the province such as level of compliance with recommendations and directives and impact of recommendations/directives in legal matters |
| | | 1.11 | Manage and take steps to ensure risk in all activities and programs of the Commission at the provincial level are identified, reported on and risk treatment plans are developed, implemented, reviewed and revised; and reported on to scope. |
| | | 1.12 | Take steps to achieve and sustain a culture of respect for the values of the SAHRC within the provincial office team |
| 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 | Manage complaints and enquiries, including through the provision of 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 provincial, national and international treaties, laws and legislation. |
| | | 2.4 | Oversee, conduct and facilitate the provision of litigation services, advice and support on human rights violations. |
| | | 2.5 | Oversee and ensure compliance with and the effective implementation of the complaints handling procedures, processes, systems and directives within the Provincial Office, including through audits of complaints handling. |
| | | 2.6 | Oversee and ensure that appropriate investigations are conducted by the Province with regards to reported/detected violations of human rights. |
| | | 2.7 | Secure; provide input, upon request, regarding the finalization of MOUs and ensure implementation of those MOUs within the Province. |

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| | | | Identify, and engage strategic stakeholders within the province for the purposes of securing support and cooperation in the effective and efficient handling of complaints including, for the purposes of effective resolution of complaints, and, or for purposes of preventative actions. |
| | | 2.8 | Ensure the maintenance of proper and effective reporting systems and complaint management systems for complaints and enquiries within the Provincial Office. |
| | | 2.9 | Ensure the finalization of all accepted complaints in accordance with adopted procedures. |
| | | 2.10 | Consult with stakeholders such as Commissioners, CEO, COO, Internal Audit, Head of the Protection Program for the purposes of effectively managing complaints and relevant communications. |
| | | 2.11 | Provide substantive and statistical reports in line with reporting requirements and on request to scope |
| 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, guide, coordinate research and quality assure research reports from the Provincial Office. |
| | | 3.4 | Facilitate engagement with the Research Unit at Head Office and other Provinces; and stakeholders on specific matters. |
| | | 3.5 | Provide inputs into Parliamentary and submissions by the organization to other stakeholders such as international and regional mechanisms; and oversee and participate in engagements with Provincial Legislatures. |
| | | 3.6 | Build and sustain, a network of research stakeholders in the province for the purposes of |

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| | | | advancing the work of the Commission |
| 4 | Oversee and facilitate the promotion of human rights and the promotion of access to information within the Province | 4.1 | Manage the effective monitoring, coordination, evaluation and reporting on the promotion and education of human rights actions within the Province. |
| | | 4.2 | Assist in raising awareness and publicity on human rights, public participation, access to information and access to justice within the Province. |
| | | 4.3 | Provide strategic leadership and direction in the identification, prioritization and implementation 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 | Liaise/ manage liaison with the Commissioners and provide support to 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 | Manage and take steps to ensure effective business continuity in the provincial office. |
| | | 5.2 | Manage, evaluate and report on compliance with all corporate services procedures, practices, directives and policies in the Provincial Office. |
| | | 5.3 | Monitor compliance to service level agreements with regards to corporate support services provided to the Provincial Offices. |
| | | 5.4 | Manage the provision of security management services within the Provincial Office and ensure compliance to relevant policies. |

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| | | 5.5 | Manage the provision of facilities management services within the Provincial Office. |
| | | 5.6 | Manage the assets within the Provincial Office in line with the PFMA, Treasury regulations and SAHRC policies. |
| | | 5.7 | Manage the provision of records management/ archiving support services, and ensure compliance with implementation of systems and procedures within the Province, taking corrective actions to address non-compliance where appropriate. |
| | | 5.8 | Manage the provision of administrative support services to the provincial office. |
| | | 5.9 | Manage the provision of IT services in 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. |
| | | 6.2 | Maintain an accurate and up to date database of strategic stakeholders information in the province such as media, government, oversight bodies, partners, NGOs; pro bono attorneys and law clinics; statutory bodies; university stakeholders etc. |
| | | 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, the Bar; Research Bodies; Universities; NGO's and CBO's, relevant statutory bodies and Chapter 9 and 10 institutions within the Province. |
| | | 6.4 | Attend and ensure attendance of identified national, regional and international events (seminars, workshops, meetings, conferences etc) as required |

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| | | | for the purposes of 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. |
| | | 6.6 | Identify and secure pro-bono support service providers within the province, having conducted due diligence actions prior to securing such support |

| E. Advisory Responsibility | |
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| <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 |
| Commissioners | <ul style="list-style-type: none"> • Human rights law matters • Provision of support to Commissioners in respect of interventions and relevant complaints. • Collaboration • Information sharing in respect of complaints |
| Chief Executive Officer / COO | <ul style="list-style-type: none"> • Reporting on the implementation of annual plans and operational plans • Expert advice and assistance on human rights law related matters • Advice on litigation and handling of complex matters • HR on labour related matters and compliance. |
| COO: Programmes Support | <ul style="list-style-type: none"> • Reporting on the achievement of strategic objectives and operational targets by the unit and for the protection, promotion, and monitoring mandated programs • Performance management and monitoring |

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.

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| | <ul style="list-style-type: none"> • Expert advice and assistance on human rights law related matters • The development of systems and process enhancements; development of tools • Reporting on stakeholder interventions, coordination matters • Consultation and support for training |
| Provincial offices | <ul style="list-style-type: none"> • Consultation on performance matters • Consultation in respect of performance tracking responsibilities, • Expert advice on human rights law matters • Consultation on advisories, policies, protocols, procedures and tools • Advice and support on human rights litigation, monitoring and investigation challenges and strategies |
| Other programmes and Business Units of the Commission | <ul style="list-style-type: none"> • Collaboration with business units on substantive areas of overlap in outputs and in the implementation of identified interventions • Communications on legal matters • HR on labour related matters and compliance • Strategic Governance and Support – reporting • CSD on service level agreements; compliance obligations • Internal Audit – findings, risk management, resolution of findings, legislative compliance |
| Participation in structures or mechanisms of the Commission | <ul style="list-style-type: none"> • Member of committee or structure for the purposes of effective realization of the protection, promotion, monitoring mandates and for effective operations such as legal committees, knowledge management committee, and performance management |

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.

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| | <p>committee.</p> <ul style="list-style-type: none"> • Actively participate in structures and mechanisms created by the Commission and; contribute to the strategic leadership, provision of advice and support to the mechanism/committee • Contribute/ enhance the discussions regarding advice on provincial requirements including stakeholder engagement requirements • Implementation of actions, monitoring and evaluating and submission of reports as required • Performance managing and service delivery monitoring and evaluation, through such reports as may be required |
| Government Departments | <ul style="list-style-type: none"> • Reporting and actions on complaints handling and litigation matters • Legislative reforms • Collaborative interventions • Monitoring and evaluation • Enforcement actions |
| Non-Governmental Organisations, statutory bodies, experts | <ul style="list-style-type: none"> • Collaboration on human rights matters • Monitoring, evaluation and reporting |
| Parliament | <ul style="list-style-type: none"> • On request |
| Courts | <ul style="list-style-type: none"> • On request or in terms of complaints handling |

F. 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 |
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| Chief Executive Officer/ COO/CFO | <ul style="list-style-type: none"> • Reporting on the strategic objectives of the provincial office • Reporting on the implementation of the Commissions annual plan and the operational plans of the provincial office. • Performance management and monitoring • Submission of monthly; quarterly and annual reports as required • Advice and assistance regarding provincial matters, as and when required. |
| Provincial Programmes Management Steering Committee (PPMSC) | <ul style="list-style-type: none"> • Member of the PPMSC • 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 • Contribute/ enhance the discussions regarding advice on provincial requirements including stakeholder engagement requirements • Submission of reports as required • Performance managing and service delivery monitoring and evaluation, through quarterly and annual reports as required |
| Commissioners | <ul style="list-style-type: none"> • Collaboration, reporting and information sharing |
| Provincial Legislatures | <ul style="list-style-type: none"> • Information and reports on the activities of the Commission in the Province • Obtain support for the SAHRC • Collaboration and creation of strategic alliances |
| Provincial Government Departments/ Cabinet | <ul style="list-style-type: none"> • Engage and liaise with the various government departments within the province regarding Human Right issues. • Provide briefings; presentations and training as determined • Represent the Commission at various functions/ meetings pertaining to human right matters. |

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| | <ul style="list-style-type: none"> • Collaborate on matters of mutual interest |
| Independent State Institutions | <ul style="list-style-type: none"> • Engage and Liaise with the various Chapter 9 institutions and other independent statutory institutions in the province regarding human right issues • Collaborate on matters of mutual interest |
| Civil Society Organisations | <ul style="list-style-type: none"> • Engage and liaise with various civil society organizations (NGO's/CBO's/FBO's) within the province • Provide briefings, presentations and training on human right issues as determined • Represent the Commission at various CSO functions/meetings pertaining to human right issues • Collaborate on matters of mutual interest |
| The media (in line with delegations of authority) | <ul style="list-style-type: none"> • Information and reports on provincial activities . • Provide information on human rights issues |
| Donors and strategic partners | <ul style="list-style-type: none"> • Information and reports on the activities of the Commission in the Province • Obtain support for the SAHRC • Collaboration and creation of strategic alliances within the province |
| Communities residing with the province | <ul style="list-style-type: none"> • 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 |

G. Accountability

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

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

H. 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 |
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| <p>Key competencies</p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p> | <ul style="list-style-type: none"> • Financial Management • Strategic capability and leadership • Programme and project Management • Problem solving and analysis • People management and empowerment • Knowledge management • Communication • Stakeholder management • Change management • Service delivery innovation • Honesty and integrity • Client orientation and customer focus • Monitoring and Evaluation • Adept with technology and electronic communication • Project Management • Litigation • Interpretation of Statutes • Case management |
| <p>Knowledge and education</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"> • An LLB degree. LLM and higher qualification will serve as added advantage. • Right of appearance in the High Court with a proven minimum of 5 years litigation experience • Proven 5 years management experience at a senior management level. • A Business Management qualification will be an added advantage • Knowledge and understanding of all relevant human rights legislation, policies and procedures. • Knowledge of human rights theory and practices. • Knowledge of research processes, principles and practices. |

- Knowledge of the PFMA.
- Knowledge and understanding of monitoring and evaluation.
- Programme management and implementation processes and practices.
- Knowledge and understanding of communications and stakeholder management requirements and processes.
- Should be able to:
 - 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;
 - set up & manage the PMER system for the Programme, including the ability to -
 - identify performance information requirements;
 - design performance reports (including system reports) to provide high quality performance information for all reportable areas under their control;
 - design performance measurements & scores;
 - analyse, interpret & evaluate performance reports;
 - communicate performance information effectively;
 - produce the performance results to the standard, & within the timeframes required.
- Applied understanding of:
 - the statutory and regulatory requirements regarding performance monitoring, evaluation & reporting, including: Section 38(1)(a)(i) & (b) Section 40(3) (a) of the PFMA, & National Treasury Regulation 5.3.1 for Constitutional Institutions;
 - Government Guide to the Outcomes Approach (2010);
 - Framework for Managing Programme Performance Information (National Treasury, 2007);
 - New Framework for Strategic Plans & Annual Performance Plans (National Treasury, 2010);
 - Statistics SA Statistical Quality Assessment Framework (2008);
 - National Archiving & Records Service of South Africa Standards for Records Management (NARSSA, 2007).
- Understand the electronic system/s used in their area of responsibility, in order to:
 - ensure the quality of the data;

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| | <ul style="list-style-type: none"> ○ set access levels & authorise data corrections; ○ maintain the integrity of the system; and ○ identify/specify required system design changes to match the operational process & reporting requirements. |
| Experience <i>(Please list all relevant experience required for the post)</i> | <ul style="list-style-type: none"> • At least 5 years relevant experience in a senior management position • A minimum of 5 years of post-admission practical legal experience • Experience with strategic stakeholder management • Experience in the preparation and management of operational plans and budgets |

| I. Career pathing | |
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| Next higher position: | The COO or the CFO |
| What is required to progress: | Refer to job profile for requirements |

| J. Job profile agreement | | | | |
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| <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 |
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