

CORPORATE SERVICES CAREER BOOKLET



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. **Together.**

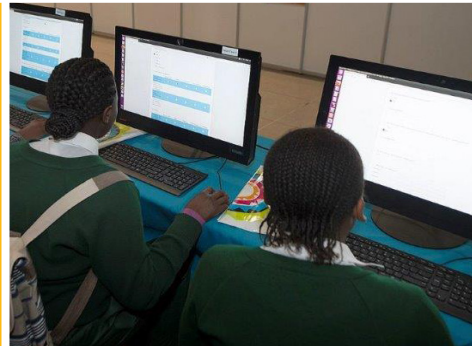


"Young people must take it upon themselves to ensure that they receive the highest education possible so that they can represent us well in future as future leaders"

- Nelson Mandela

"Education is the most powerful weapon which you can use to change the world"

- Nelson Mandela



"Everyone can rise above their circumstances and achieve success if they are dedicated to and passionate about what they do"

- Nelson Mandela



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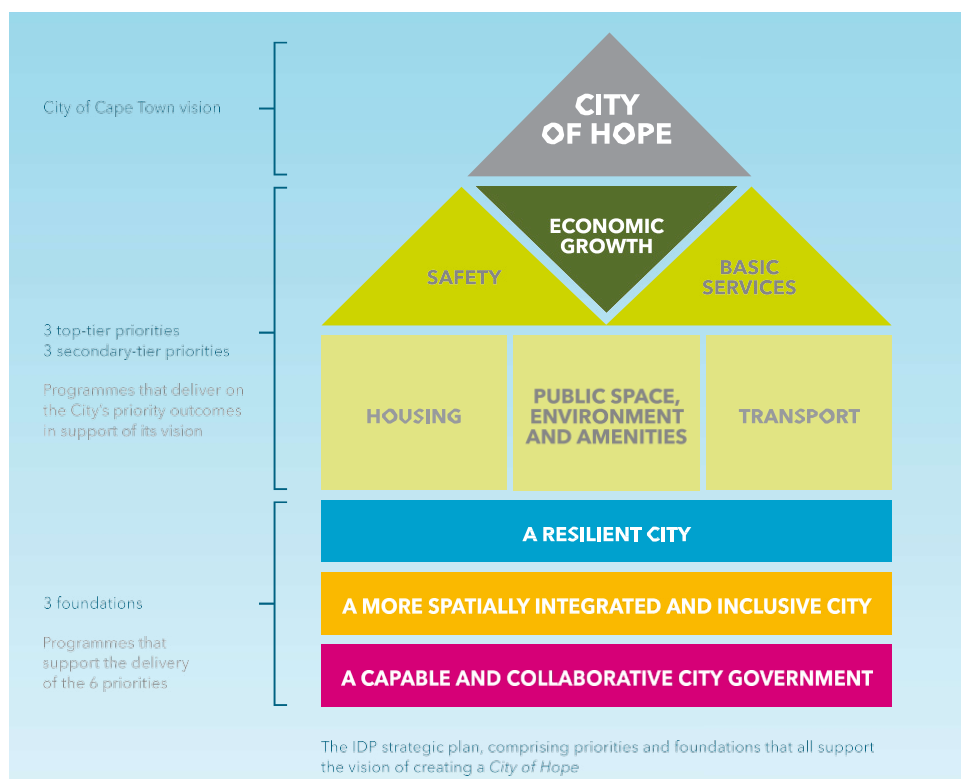
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INTRODUCTION TO THE CITY OF CAPE TOWN

As the oldest city in South Africa, with the second-highest population, Cape Town is the legislative Capital of the country and the administrative and economic centre of the Western Cape. The City is the third biggest economic hub in Africa, the most visited tourist destination on the continent, and a vital driver of economic growth.

CITY VALUES

INTEGRATED DEVELOPMENT 2022 - 2027








The City has adopted five core values which reflect its organisational priorities in line with the Integrated Development Plan for 2022-2027. These values inspire the culture of 'A City of Hope' and provide a consistent point of reference to inform our behaviours, decisions, and outcomes.

The five City values are:

- Caring
- Accountability
- Openness and Transparency
- Innovation
- Service Excellence

As an organisation, we strive to provide insightful advice and services with a can-do attitude to any challenges that may arise. We also aim to create opportunities to exceed customer expectations, provide fit-for-purpose business processes and intuitive systems, and promote cooperation across the organisation to ensure effective service delivery.

The values, and how to live them				
 <p>CARING</p>	 <p>ACCOUNTABILITY</p>	 <p>OPENNESS AND TRANSPARENCY</p>	 <p>INNOVATION</p>	 <p>SERVICE EXCELLENCE</p>
Descriptors				
We connect with our customers in a way that consistently respects their dignity, demonstrates a willingness to help, while paying attention to detail and being willing to take ownership of issues affecting service delivery.	We show accountability by taking ownership of our roles, responsibility for our actions, and by honouring our obligations.	We are open to listening and accepting others' opinions and sharing information in a manner that is trustworthy, honest and transparent.	We strive for better ways to serve our customers by developing unique solutions to challenges and not being afraid to take calculated risks.	We strive for excellence in everything we do by focusing on our customers and delivering the highest standards of service.
Associated behaviours				
<ul style="list-style-type: none"> • I have compassion and empathy for customers: putting myself in their shoes. • I go the extra mile to resolve customer queries and service problems. • I listen and proactively respond to customer service needs and requests. 	<ul style="list-style-type: none"> • I learn from previous mistakes, ensure that I maintain performance standards, and make improvements wherever possible. • I find solutions and look for ways to solve problems instead of making excuses or blaming others. • I take responsibility for my actions. 	<ul style="list-style-type: none"> • I contribute towards, use and share data, ideas or inputs to serve customers' needs and expectations. • I openly and respectfully address areas for improvement when they arise. • I display an openness to new ways of working to encourage innovation. • I am open to giving and receiving feedback in order to improve myself and others. 	<ul style="list-style-type: none"> • I display a need to continuously learn, adapt and generate new ideas to improve City processes and ensure greater efficiency in our service delivery. • I strive to develop my abilities and skills in my role, but learn from my mistakes and use these lessons to ensure a better service offering to our customers. • I support an environment where others are comfortable making suggestions for improved service delivery, and I provide accurate feedback to ensure the best outcome for all. 	<ul style="list-style-type: none"> • I understand that all customers have the right to equal access to the services they are entitled to. • I ensure that my work is of a high standard, and I go beyond the call of duty when required. • I work in a manner that reflects a commitment to customer satisfaction, and not just for the sake of productivity.

BENEFITS OF THE CAREER BOOKLET

This booklet offers insight to the public, learners and educators about the City of Cape Town local authority, careers and possible study opportunities in the City. It also aims to guide those interested in accessing financial assistance through the City's external bursaries; promote understanding and access to information on procedures; identify study fields which can be pursued and pinpoint entry requirements.

The booklet aims to draw attention to the scarce and critical skills required by the sector and guide prospective employees about the high priority future employment demand.

Who should read this booklet?

- Grade 9 learners before making career and subject choices.
- Grade 12 learners before applying for tertiary learning and funding assistance.
- Current tertiary students who need financial assistance and experiential learning (In-service training).
- Unemployed graduates who need work exposure and experience.
- Anyone who would like to pursue a career in the local authority environment.



CORPORATE SERVICES DIRECTORATE

The Corporate Services Directorate is strategically placed to enable the City to become a modern, fit-for - purpose organisation that is able to respond with agility to enable processes of continuous improvement. This strategic placement of the directorate emanates from the Capable and Collaborative City Government IDP Foundational Priority which aims to build a “modernised and administratively efficient government to contribute to decision making and improving the City”. The Corporate Services Directorate achieves this by keeping customer-centricity, efficiency and effectiveness at the forefront of its services.

Corporate services comprise of the following Departments:

- Human Resources (HR)
- Facilities Management
- Information Systems and Technology (IS&T)
- Executive Support and Councillor Operations
- Information and Knowledge Management
- Project Management Office
- Customer Relations
- Citizen Interface
- Fleet Management

DEPARTMENTAL SUMMARY OVERVIEW

1. HUMAN RESOURCES (HR)

HR Services function is to maximise the human capital capability and potential of the City by providing corporate direction in terms of human resources policies, strategies and the alignment of people with business needs. HR core mandate is to deliver to the right people, with the right skills and competencies, at the right time and in the right place.

HR work collaboratively to ensure that the City's biggest asset - its skilled and experienced employees are motivated and fully engaged.

HR provides services to its customers in the functional areas of:

- HR: Payroll and Benefits Administration
- HR: Business systems and Organizational Design
- HR: Recruitment and Selection
- HR: Training and Development
- HR: Employee Relations
- HR: Occupational Health and Safety
- HR: EAP & Wellness

Professions linked to HR job opportunities

HR: Payroll and Benefits Administration		
Profession	Functions (Summary)	Qualification required
Payroll and Benefits Specialist	To oversee and ensure the provision of professional knowledge, expert advice and guidance on the delivery of a payroll and benefits administrative service in line with relevant labour laws, collective agreements and the City's policy, procedures, directives and audit requirements.	BCOM Degree (Accounting / Payroll), Certification as a competent Payroll Administration Professional by SAPA

Profession	Functions (Summary)	Qualification required
Remuneration Professional	Provide professional knowledge and support, including specialist advice and guidance in the field of corporate Remuneration, Benefits and Conditions of service in line with the Total Rewards strategy and relevant legislation to ensure the attraction and retention of talent.	Bachelor's Degree in Human Resources, Organisational Psychology or Behavioural Sciences or related field.

HR: Business systems and Organizational Design

Profession	Functions (Summary)	Qualification required
Business Analyst: HR	Assists the Project Manager with the application of a body of professional knowledge/experience within the Human Resources function through business process analysis, investigations, data analysis and to further assist with Project Management and Change Management activities	B Tech, National Diploma or first degree,
HR Organisational Management Specialist	The creation and maintenance of the organisational structure and staff establishment.	NQF Level 4; Up to 2 years' relevant experience required

HR: Recruitment and Selection

Profession	Functions (Summary)	Qualification required
Selection Specialist	As a Talent Acquisition Specialist, ensures and facilitates the effective and expeditious filling of positions by managing the recruitment and selection value chain as well as providing professional advice and guidance to line clients on staffing methodologies, attraction strategies, policies and procedures.	Relevant B Degree preferably with Psychology/ Industrial Psychology as majors.
Industrial Psychologist	Managing and performing competency based assessments using psychometric and behavioural assessment tools.	Master's degree in Industrial Psychology and registration with HPCSA
Psychometrist Independent Practice	Administering psychometric assessments, coordinating assessment candidates, report generation, system management, data capturing, billing, record keeping, report writing, feedback to candidates and line managers.	Honours degree in Psychology and registration with HPCSA

HR: Training and Development

Profession	Functions (Summary)	Qualification required
Adult Education Teacher/Facilitator	Teaches adults life skills as well as to read and write.	Diploma in Adult Basic Education, Bachelor's degree in Adult Basic Education
Adult Education Teacher/Facilitator	Teaches adults life skills as well as to read and write.	Diploma in Adult Basic Education, Bachelor's degree in Adult Basic Education
Skills Development Facilitator	Analyses the skills requirements within an organization by facilitating and compiling Workplace Skills Plan.	Bachelor's Degree (HRD)/National Diploma (HR)+ Skills Development Facilitator Certificate

Profession	Functions (Summary)	Qualification required
Training and Development Practitioner	Plans, Develops, Implements, and evaluates training and development programme to ensure management and staff acquired the skills and develop the competencies required by an organization to meet organizational objectives.	Bachelor's Degree (HRD)/National Diploma (HR)

HR: Employee Relations

Profession	Functions (Summary)	Qualification required
Labour Relations Practitioner	Advising on all aspects of Labour Law and Disciplinary hearings; Conducting Arbitrations and conducting Labour Relations Training	LLB / B Degree in HR / National Diploma in HR specializing in Labour Law.

HR: Occupational Health and Safety

Profession	Functions (Summary)	Qualification required
Fleet Risk Officer	Council authority, Fleet incident investigations, Small plant operator training, specialised vehicle operators training. Risk Assessments	K53 Examiners' Course, Advance Driving and Instructors' Diploma,
Health and Safety Advisor	Investigations Awareness campaigns Assessments and audits Advising on legal compliances Specifications Compliance Inspections	ND in Safety Management, B. Tech (Safety Management), Qualification as H&S Auditor
Occupational Health Practitioner (OHP)	Incapacity management, Return to Work, Pre-placement medical, Medical surveillance, Health Risk Assessments, Fitness to work Assessments	Diploma/ Degree in General Nursing and Midwifery, Diploma/ Degree in Occupational Health, Certification in Audiometry, Certification in Spirometry
Occupational Medicine Practitioner (OMP)	Incapacity management, Return to Work, Pre-placement medical, Medical surveillance, Health Risk Assessments, Fitness to work Assessments, i.e. Advance assessments and those that are prescriptive to be done by an OMP	M.B. Ch.B, Diploma in Occupational Medicine
Occupational Hygienist	Hygiene measurements and surveys, Surveillance, Inspections, Investigations, Risk Assessments	Relevant Tertiary qualification, Professional qualification as an Occupational Hygienist

HR: EAP & Wellness

Profession	Functions (Summary)	Qualification required
Medical Doctor	Assist employees with behavioural and chronic illness. Promote healthy living / lifestyle. Conduct health screenings for management of behavioural illnesses. Smoking cessation, nutrition and weight loss counselling. Alcohol and drug dependency testing. Management of TB, HIV / AIDS and chronic diseases	MBCHB

Profession	Functions (Summary)	Qualification required
Professional Nurse	Developing, implementing and coordinating a comprehensive range of health and wellness activities and programmes. Organizing and overseeing fitness or health screenings and wellness events and programs. Conducting presentations on wellness programs on topics such as healthy habits, HIV/AIDS and TB	BTech or Honours in Nursing

2. FACILITIES MANAGEMENT

The Facilities Management Department is responsible for the development and implementation of Facility Management and Maintenance Services (FMMS) to service both centralised and cross-functional Operating methodologies. This department is also responsible for procuring multi-disciplinary building services, building enterprise systems, setting the norms and standards for facility management and maintenance, and playing a quality assurance role.

Professions linked to Facilities management job opportunities

Profession	Functions (Summary)	Qualification required
Artisan (Construction)	Specialised tasks and activities in carpentry. <ul style="list-style-type: none"> • Maintenance and repairs to buildings. • Monitoring and correcting outputs of Support personnel. • Routine/general administrative recording. • Performing activities within the construction trade that involve designing, constructing, repairing, fabricating, finding faults and Performing diagnostics tests. • Using the full range of appropriate Construction tools and equipment. 	Artisan trade test. <ul style="list-style-type: none"> - Ability to perform the functions associated With the post. - Relevant code of driver's licence/ professional driving permit (PRDP) - this will depend on the level of operation of the post (you can acquire the Necessary licence after you have been appointed). - 1-2 years' experience. - Ability and willingness to work in all weather Conditions and at heights. - Ability and willingness to work outside normal working hours
Artisan (Engineering)	Specialised tasks and activities associated with medium/low voltage electrical Installation, maintenance and repair. <ul style="list-style-type: none"> • Managing staff productivity and Performance. • Routine/general administrative recording. • Performing activities within an engineering trade that involve designing, constructing, repairing, fabricating, finding faults and Performing diagnostics tests. • Using the full range of appropriate Construction tools and equipment. 	Artisan trade test (wireman licence is essential). <ul style="list-style-type: none"> - Ability to perform the functions associated With the post. - Code 8 driver's licence. - Minimum of 5 years' postapprenticeship Experience. - Communication skills. - Ability to use electrical and mechanical hand tools.

Profession	Functions (Summary)	Qualification required
Technician	<p>Legal compliance inspections.</p> <ul style="list-style-type: none"> • Technical compliance-related Support to clients. • Plant, machinery and construction Safety compliance. • General OHS compliance in terms of the OHS Act 85 of 1993 and OHS regulations. • Drafting specifications and designing more Complex systems. • Assessing external consultants' work to ensure that they comply with standards/ Specifications. • Conducting complex technical investigations. • Providing information and advice. • Running minor projects. 	<p>National diploma or equivalent technical Certification.</p> <ul style="list-style-type: none"> -In-depth knowledge of the OHS Act and OHS regulations. - At least 5 years' practical experience in -safe operation, servicing, testing, repair and maintenance of pressure equipment (including air compressor plants) and a range of lifting equipment (including forklift trucks, vehicle Mounted cranes, vehicle hoists, overhead cranes and gantries). - Must be competent in the use Microsoft Office Programmes (Word, Excel, and Outlook etc.).

3. INFORMATION SYSTEMS & TECHNOLOGY (IS&T)

The Information Systems and Technology Department (IS&T) is responsible for the City's information and communication technology (ICT). They also provide and maintain the City's computer infrastructure, networks and systems. Without these systems (financial, logistics, HR, projects etc.) and networks (e-mail, Telephones etc.), the City would not be able to provide any municipal services or communicate with its residents.

Information Systems & Technology provides specialised services to its customers in the functional areas of:

- Business Applications
- Telecommunication
- Infrastructure
- Distributed Computing
- Enterprise Resource Planning
- Architecture
- Information and Knowledge management

Professions linked to Information systems & Technology job opportunities:

Information Systems and Technology: Business Applications		
Profession	Functions (Summary)	Qualification required
Geographical Information Systems (GIS) specialist	Configure, develop, build and manage the GIS application, Geodatabase and aerial photography servers.	GIS/IT-related B-degree e.g.: Bachelors in Information Technology and Information Systems; Bachelors in Computer Science; Bachelors in Information Science; Bachelors in Software Engineering. In addition - ArcGIS certification will be beneficial.
Profession	Functions (Summary)	Qualification required
(Software developer (C#.NET/ SharePoint/ ArcObjects/PHP)	Participate in all phases of the software application development life cycle with an emphasis on software design, development, configuration, testing, release and maintenance of internal and external web based software systems.	IT-related B-degree e.g.: Bachelors in Information Technology and Information Systems; Bachelors in Computer Science; Bachelors in Information Science; Bachelors in Software Engineering; In addition - C#.NET/ SharePoint/ArcObjects/ PHP/JavaScript certification will be beneficial.
Business Analysts(Business Applications)	Responsible for assessing, describing and analysing business needs of clients and stakeholders identify business problems and specify software solutions.	IT-related B-degree e.g.: Bachelors in Information Technology and Information Systems; Bachelors in Computer Science; Bachelors in Information Science; Certification in Business Analysis will be beneficial.

Solution Designer/ Architect (Microsoft environments/GIS/ OpenSource)	A solution architect is part of a software solution development team and translates requirements created by functional analysts into the architecture for that solution.	IT-related B-degree e.g.: Bachelors in Information Technology and Information Systems; Bachelors in Computer Science; Bachelors in Information Science; Bachelors in Software Engineering In addition - TOGAF certification will be beneficial
Information Systems and Technology: Telecommunications		
Profession	Functions (Summary)	Qualification required
Network architect	Design computer networks, including local/ wide area networks (LANs/WANs) and intranets.	Network Engineering degree or preferably Masters Degree.
Network Security Engineer	Focus primarily on the security of networking systems. This includes implementing, maintaining and integrating WAN, LAN and server architecture.	Bachelor's degree/B-Tech in Computer Science, Cyber Security or a related field
Network Facility Engineer	Maintenance and quality control for core Telecommunication network infrastructure. Optical fibre routes, data cabling, switching facilities and high-sites.	First Degree or Bachelor of Technology (B-Tech) qualification.
Business analyst (Telecoms)	Responsible for the design of operational processes in order to satisfy a specified set of requirements derived from the Branch's strategic plan and customer demands, requirement elicitation, management and documentation.	First Degree or Bachelor of Technology (B Tech) qualification.
Telephony Engineer	To ensure that the design, implementation and maintenance of the Telecommunications application service/systems (Voice and Internet) are carried out adequately in compliance.	First Degree or Bachelor of Technology (B-Tech) qualification.
Radio Engineer	To ensure that the engineering, implementation and maintenance of the City's Telecommunications radio (TETRA) and microwave technologies infrastructure are carried out adequately in compliance.	First Degree or Bachelor of Technology (B-Tech) qualification.
Profession	Functions (Summary)	Qualification required
Master Planner	Responsible for the high-level architecture and design, documentation of standards and specifications, strategic planning of the City's Telecoms network infrastructure.	First Degree or Bachelor of Technology (B-Tech) qualification.
Radio Technician	To ensure that the engineering, implementation and maintenance of the City's Telecommunications radio (TETRA) and microwave technologies infrastructure are carried out adequately in compliance.	First Degree or Bachelor of Technology (B-Tech).

Network Engineer	To ensure that the design, implementation and maintenance of the City's Metro Area and Local Area Networks are carried out adequately in compliance the Telecoms' standard procedures	First Degree or Bachelor of Technology (B Tech) qualification.
Electronics Engineer	Responsible to manage the repair and implementation of City's CCTV cameras, alarm systems, Building Management IT systems, fibre detection systems.	B-Eng. Degree.

Information Systems and Technology: Infrastructure

Profession	Functions (Summary)	Qualification required
Cyber Security Analyst	A Cyber Security Analyst is responsible for supporting and maintaining the City's Cyber Security systems. They configure and use threat detection tools, perform data analysis and interpret the results to identify vulnerabilities, threats and risks to the City.	Network+, Security+, Cyber Security Analyst+ as a minimum, valid driver licence.

Information Systems and Technology: Distributed Computing

Profession	Functions (Summary)	Qualification required
Communications Technology Specialists	Research and advising on Communication Technologies	BSc. (Computer Science) B.Com (Information Systems)
Profession	Functions (Summary)	Qualification required
12. Microsoft Domain Engineer	Maintenance and support of user authentication and profiling, including domain network services, such as Domain Name Services (DNS) and Domain Host Control Protocol (DHCP) services.	Three year national diploma in IT or BTech. Product specific (Microsoft) qualification preferred.
13. Microsoft Software Deployment Services Engineer	Maintenance and support of software deployment and updates to the endpoints (PC's, laptops and tablets), including hardware and software inventory.	Three year national diploma in IT or BTech. Product specific (Microsoft) qualification preferred

Information Systems and Technology: Enterprise Resource Planning

Profession	Functions (Summary)	Qualification required
ERP Analyst	Analysing business requirements Documenting business processes.	B. Com Information Systems ,Computer Science , B. Tech in Information Technology
Profession	Functions (Summary)	Qualification required
SAP Integration Specialist	Ensure optimum design and operation of SAP Modules functionality.	B. Com Information Systems Computer Science B. Tech in Information Technology
4. UX User Interface Specialist	Lead in the formulation of SAP application integration models.	Marketing Degree B. Com Information Systems Computer Science B. Tech in Information Technology

5. BW Technical Consultant	Provide technical and functional SAP BI, HANA, BW 4 HANA expertise, thought leadership and recommendations to ensure the optimal application of BI functionality to meet the City's requirements.	B. Com Information Systems Computer Science B. Tech in Information Technology Degree in Analytics
ERP Developer	Performing complex SAP Programming, Testing and Debugging functions related to the implementation and enhancement of SAP modules.	Computer Science B. Tech in Information Technology

Information and Knowledge Management: Geomatics

Profession	Functions (Summary)	Qualification required
Survey Technician	Engineering surveying, topographical surveying, monitoring surveying, precise levelling, GIS data capture, stake-out surveys, maintenance of survey control networks.	National Diploma: Surveying (minimum requirement), BTech: Surveying, BSc Geomatics
Profession	Functions (Summary)	Qualification required
Geospatial Analyst	Topographical mapping, GIS data capture, data analysis, image processing, photogrammetric mapping, 3D mapping, geodatabase maintenance, quality control, ensuring of data standards.	National Diploma: Surveying (minimum requirement), BTech: Surveying, BSc Geomatics BSc Geoinformatics
Professional Land Surveyor	Cadastral surveying, engineering surveying, topographical surveying, monitoring surveying, precise levelling, stake-out surveys, maintenance of Town Survey Mark network, topographical mapping, GIS data capture, data analysis, image, processing, photogrammetric mapping, 3D mapping, geodatabase maintenance and management.	BSc Geomatics plus Articles

Information and Knowledge Management: Information knowledge and Records Management

Profession	Functions (Summary)	Qualification required
Electronic Records Management Specialist	Electronic Records Management Enterprise Content Management Digital Content Management Records Management Information Management	B.Com/BA/BSc Records Management, Information Management/Information Science/Information Systems (IT)/Socio-Informatics. Masters in Information and Knowledge Management
Enterprise Content Management Specialist	Electronic Records Management Enterprise Content Management Digital Content Management Records Management Information Management	B.Com/BA/BSc Information Management/Information Science/Information Systems (IT)/Socio-Informatics. Masters in Information and Knowledge Management
Profession	Functions (Summary)	Qualification required
Digital Content Management Specialist	Electronic Records Management Enterprise Content Management Digital Content Management Records Management Information Management	B.Com/BA/BSc Information Management/Information Science/Information Systems (IT)/Socio-Informatics. Masters in Information and Knowledge Management

4. EXECUTIVE & COUNCIL SUPPORT

The department has five branches that provide, inter alia, specialised and operational support services to Council and its committees, the body politic and the designated role players in the City's decision-making processes.

Executive and Council Support provides specialised services to its customers in the functional areas of:

- Executive and Committee Services
- Councillor Support
- Language Services
- Administration and Logistics
- Support Services

Professions linked to Executive and Council support job opportunities:

Language Services		
Profession	Functions (Summary)	Qualification required
Translator	A translator works with the written word, conveying an original text (in the source language) into another language (the target language).	Degree in Linguistics/Diploma in Translation or Language Practice.
Editor	An editor improves the grammar, style and structure of a completed written document.	Diploma/degree in journalism
Executive Committee Services		
Profession	Functions (Summary)	Qualification required
Executive Committee Officer	This position renders a Committee Services function to the City's governance structures, these being Council and all related committees.	Degree/Diploma in Public Administration or any other related field of tertiary study e.g. Law
Profession	Functions (Summary)	Qualification required
Councillor support officer	This individual provides a professional support service to councillors by ensuring that all councillor-related administration is effectively managed. More specifically, some of their tasks include: <ul style="list-style-type: none">• managing councillor remuneration and benefits• coordinating training and development;• overseeing office management; and• routing enquiries to councillors.	Bachelor's degree Administration.

5. PROJECT MANAGEMENT OFFICE

The Project Management Office (PMO) plays an integral role in reporting on performance and progress of various operational requirement relating to tenders, contracts, and projects across the Directorate. The PMO aims to drive organisational efficiency, reduce costs, enhance performance, and enable strategic decisionmaking

The Project Management office has four disciplines:

- Contract Management
- Tender Management
- Project Management
- Monitoring

Project Management Office job opportunities

Project Management		
Profession	Functions(Summary)	Qualification required
Portfolio Scanner	Coordinate, manage and monitor the corporate services Portfolio of projects and programmes with associated Milestones.	B Degree in finance or a closely related field.
Contract Management Officer	Coordinate, manage and monitor the corporate services Portfolio of projects and programmes with associated milestones.	B degree in Contract Management /business administration
Dashboard Analyst	Build reporting solutions and develop/enhance existing scorecards, dashboards and other key reports that are to be utilized by management to monitor performance and communicate performance to the client.	Relevant B degree in Mathematics ,statistics or data analytics
Project Management Officer	To develop, management, facilitate, coordinate, quality assure, or implement a range of projects with various levels of risk and complexity. Provide oversight of the project life cycle to meet organisational objectives through effective monitoring.	B Degree In Project Management

6. CUSTOMER RELATIONS

The Customer Relations (CR) Department seeks to provide the residents, businesses and visitors of Cape Town with the best possible customer experience; 24 hours a day, seven days a week. The department's vision is to make it easier to access City services and offer end-to-end customer centric service, while providing choice on how and when to contact the City.

The departmental goals are:

- **Strategic Objective 1:** Delivering an improved and consistent customer experience across all customer-interfacing channels.
- **Strategic Objective 2:** Designing easily accessible service to all; delivering effective and efficient outcomes in collaboration with service departments.
- **Strategic Objective 3:** Investing in technology to deliver customer experiences that meet customer expectations.

Professions linked to Customer Relations

Customer Relations		
Profession	Functions(Summary)	Qualification required
BI, Technology, Workforce & Planning Officer	Workforce optimisation and strategy: developing and executing dynamic forecasting models that optimise resources across all queues within the contact centre. - Analysis of contact centre statistical data, including volumes, staff productivity and call patterns to inform planning, scheduling and decision making. - Responsible for all contact centre technology - Monitoring of performance levels across all contact centre queues.	A relevant Btech or B Degree in industrial or organisational psychology

Profession	Functions(Summary)	Qualification required
Service Management Officer	<ul style="list-style-type: none"> - Assessing the systems, processes and performance of service delivery systems/processes and make recommendations within functional and/or geographic area in relation to strategic objectives - Identifying and analysing gaps and opportunities between the current and desired service delivery systems including aspects that are value or non-value adding to customer - Assessing data, type of data, and relationships among data elements for strategic and operational use - Leading and managing transversal, strategic and service delivery programmes and projects - Developing and applying Change Management strategies relevant to each project - Ensuring the application of a project management methodology during implementation of programmes and projects 	B Degree In service Management
Customer Relations Officer PO Business Improvement	<ul style="list-style-type: none"> - Analysis and evaluation of information from a variety of sources to inform business, system and process improvement initiatives - Project management and facilitation to enable business improvement, as well as systems and process improvements - Design of and enhancement to service menus, workflows and process mapping - Compiling, analysing and evaluation of statistical data and preparation of reports - Communicating with fellow professionals as well as internal and external customers in a customer centric manner to facilitate business enhancement initiatives and to share information - Responding to requests for assistance or resolution of issues from internal and external customers 	A B Degree in Business Improvement Management

Profession	Functions(Summary)	Qualification required
Contact Centre Supervisor	<p>Human Resource planning and schedulingplanning the performance requirements associated with the various sections.</p> <ul style="list-style-type: none"> - Complaints management- ensuring all complaints and compliments are attended to and resolved timeously. - Monitoring service delivery requirements, understanding customer demand and applying problem solving techniques to help eliminate recurring problems. - Reporting and interpretation of statistics - Monitoring performance levels of staff managing and monitoring workflow processes and output levels of the sections. - Stakeholder engagement- building key stakeholder relationships in support of effective service delivery. - Maintaining high levels of customer satisfaction 	<p>Grade 12 5+ years' call centre experience (including 3 years supervisory Experience)</p>
Profession	Functions (Summary)	Qualification required
Customer relations: Resource Developer	<ul style="list-style-type: none"> - Lead the training and development team - Design training programmes and standard operating procedures - Negotiate and draft SLAs with various departments/sections within the organisation - Coordinate and facilitate the completion of departmental WSP - Participate in projects within the department - Maintain statistics and reports 	<p>B Degree in Human Resource or Human Resource development</p>

Profession	Functions(Summary)	Qualification required
Customer Relations: Training Facilitator	<p>Facilitate the training of Customer Relations and other City staff in key business processes, procedures and systems.</p> <ul style="list-style-type: none"> - Coordinate the business knowledge and systems training activities for the department and other stake holders City staff. - Conduct research on training content and develop relevant training material and activities. - Develop and adapt processes and training material to ensure an excellent customer experience. - Ensure continuous improvement of business knowledge and systems training. - Provide effective communication strategies and channels to all stakeholders enabling the compliance of transparency, accountability and responsibility. - Manage all stakeholder interactions. - Manage staff and related administrative processes. 	Grade 12 plus occupational certificate or National Diploma
Call Centre Agent	<p>Handles incoming and outgoing routine communications.</p> <ul style="list-style-type: none"> - Resolves interactions according to agreed procedures and quality Standards at first point of contact, or escalates them where required. -Records the outcome of queries 	Grade 12 and Basic Computer skills
Senior Call Centre Agent	<p>Monitors compliance within the call centre.</p> <ul style="list-style-type: none"> - Conducts quality assurance checks on all inbound and outbound calls and any other call centre correspondence (e.g. e-mails). - Provides feedback to call centre agents. - Identifies call centre agent training needs. - Collects and reports on call centre performance statistics 	Grade 12. 5+ years' call centre experience (including some supervisory Experience)

7. Citizen Interface

Citizen Interface aims to embed the improvement of service delivery at a local level through an integrated customer centric service delivery model as well as improving coordination of service delivery across the City. The Department's functions include Sub councils, Public Participation, Stakeholder Management and Inter Directorate Liaison. The Department provides the link and coordinates the interface with citizens, customers and the service delivery departments. Furthermore, the Department has a strong focus on identifying the local service delivery needs through obtaining inputs from the communities of the City of Cape Town.

Professions linked to Citizen Interface

Citizen Interface		
Profession	Functions(Summary)	Qualification required
Public Participation Officer	Renders high level strategic and specialized support to council and its structures in regard to the public participation function as well as to external organisations.	B Degree or National Diploma in public administration
Departmental Support Services Senior Officer	Renders a financial service for the Department by managing various financial related and employee related functions, the capital budget, which includes the generation of reports, implement and monitoring financial transactions. Operating budget includes verifying availability of funds when procuring equipment and stationery.	B Tech or first degree In Finance or financial Management
Profession	Functions (Summary)	Qualification required
Stakeholder Engagement and Stakeholder Management Officer	Represents the City Manager at various internal and external stakeholder engagements and to provide feedback and input to and from the City Manager's office. To keep abreast of and remain informed on sensitive matters pertaining to the administration and to ensure that the City Manager is alerted to matters requiring specific attention.	B Tech or first degree in Business Administration
Administrative Officer Departmental Support Services	Various HR functional activities related to the employee life cycle which includes input and support into a Directorate staffing strategy, Training and development, job descriptions, position management, time management, employee relations and HR administration.	Grade 12 and occupational certificate or National Diploma in Human Resources

Profession	Functions(Summary)	Qualification required
Public Participation Officer	Provides professional support to the branches within the Department, in order to ensure implementation of the public participation strategies and in so doing to ensure sustainable best practise in regard to the City's Public Participation process.	B Tech or first degree in Public Administration
Public Participation Officer	Provides operational and specialised support to the branch Public Participation. Provides project administration support to the branch in terms of agreed Public Participation projects, programmes and processes.	B Degree or National Diploma in public administration

Fleet Management

The Fleet Management Department focuses on providing Comprehensive fleet management services to the City's directorates. Fleet management include the purchase and allocation of vehicles and plants, vehicle asset management and utilisation and the up keep Maintenance, licensing and disposal of these assets.

Fleet Management		
Profession	Functions(Summary)	Qualification required
Fleet Officer	<ul style="list-style-type: none"> Vehicle utilisation monitoring, maintenance and tracking required coordination. Vehicle maintenance to ensure vehicles are safe and roadworthy. Outsourcing of vehicles and plants 	Mechanical Trade Test
Artisan (Engineering)	<ul style="list-style-type: none"> Inspecting brake systems, steering mechanisms, transmissions, engines and other parts of vehicles. Routine maintenance, such as changing oil, checking batteries and lubricating equipment and parts. Repairing and replacing malfunctioning components, parts and other mechanical or electrical equipment. 	A relevant Btech or B Degree in industrial or organisational psychology
Data Analyst	<ul style="list-style-type: none"> Collecting data, e.g. service delivery data, market research, logistics Or transportation costs. Analysing data and translating numbers into plain, understandable language. Using the results of data analyses to inform business decisions. 	B Degree In service Management

Profession	Functions(Summary)	Qualification required
Plant Operators	<ul style="list-style-type: none"> • Operating any of the following mechanical vehicles: tractors, haulers, compactor land-fillers, loaders, front-end fork-lifts and aquatic weed harvesters. • Checking, operating and performing basic maintenance on a plant. 	Basic literacy. And Code 14 driver's licence.

SCARCE SKILLS

Jobs are scarce. What plan can you make to secure a job in today's world of work?
The answer is to study for a scarce skill!

What is a scarce skill?

A scarce skill is a qualification or job that few people in South Africa are trained or experienced enough to do. Scarcity can be due to the- fact that it is a new field, it is not a particularly popular field to study or Work in, or because special experience is required, for example years of managerial experience or a qualification that is difficult to obtain. Scarcity can also be thought of in terms of equality, for example there May be a demand for women within a specific field of science that is generally skewed towards men.

HOW CAN YOU BENEFIT FROM HAVING A SCARCE SKILL?

Studying or working towards acquiring a scarce skill means you are increasing your chances of finding a job and are helping to fill the gaps in the country's employment sector. Once employed, having a scarce Skill often translates into receiving higher pay and the potential to be promoted more quickly than those without such skills.

SOME OF THE IDENTIFIED SCARCE SKILLS

- Finance/Economist Specialist/Professionals
- Geographical Information Systems (GIS) Professionals
- Information Systems and Technology Specialists
- Legal Specialists (various fields)
- Medical Professionals (Specialists and requiring MBChB and registration with HPCSA)
- Payroll Professionals
- Professional Nurses (Specialists)
- Project Management (all categories)
- Engineering

OUR LEARNING PROGRAMMES

EXTERNAL FINANCIAL SUPPORT



The aim of the City of Cape Town's external bursaries programme is to create opportunities for learners and unemployed youth to further their studies and gain qualifications in the scarce and critical skills identified by various departments. The City of Cape Town awards bursaries for full-time studies at approved tertiary institutions for the following fields of study. This is based on their contribution to meeting scarce and critical skills for persons residing in the greater Cape metropolitan area who will be registering for an undergraduate/postgraduate degree/diploma.

FIELDS OF STUDY

- Chemical, Civil, Electrical Engineering
- Accounting & Finance
- Artisan Training
- Contract Management
- Data Science
- City, Town and Regional Planning
- Environmental Science (including Air Pollution and Water Studies)
- Finance & Economics
- Fleet Management
- Forensics
- Geographical Information Systems (GIS)
- Information Systems and Technology
- Building and Construction Development/ Surveying
- Legal/Law (LLB)
- Library & Information Science
- Occupational Medicine
- HR Payroll
- Chemistry/ Pharmacy
- Occupational Nursing
- Project Management
- Internal Audit
- Auditing
- Renewable energy-solar
- Supply Chain Management
- Transport management
- Heritage
- Urban Design, Landscape, Planning and Architecture
- Property Valuations /Real Estate
- Payroll

The bursaries cover registration, tuition and examination fees. The City awards 70 new bursaries per annum to deserving students in the greater community of Cape Town.

Selection criteria:

- Financial circumstances (means test)
- Latest academic report
- Overall knowledge and interest in the chosen field of study.

Our requirements for the bursary are as follows:

- Complete the external bursary application form
- Certified copies of recent academic record, confirmation of registration
- Certified copy of South African Identity document
- Parents' or guardian's proof of income
- Rates account confirming address
- A comprehensive CV
- If you are a Grade 12 or tertiary institution student, you can apply for the external bursary.

How do you apply?

If you are a Grade 12 or tertiary institution student, you can apply for the external bursary. Applications open between August and September every year. Look out for external bursary advert in the local and community newspapers Cape Times, Argus, City Vision & Plainsman etc
Visit our public libraries for application forms

For further information or to download an application form, go to:

www.capetown.gov.za Click on "careers" and select External Financial Support and select the email External.FinancialSupport@capetown.gov.za you could also Visit City of Cape Town: HR Employment Counter+

GRADUATE INTERNSHIP PROGRAMME



This is a structured learning programme offered to South African graduates who have successfully completed academic training in specific academic disciplines (usually linked to scarce and critical skills). The graduate internship provides formal industry-based experience.

This programme is mutually beneficial as graduates gain valuable experience and exposure to the day-to-day operations in their chosen field whereas the City expands their pool of suitable applicants for professional vacancies.

Requirements

- Unemployed
- A 3 year qualification from diploma/ national diploma or higher (from a registered University or University of Technology) or from accredited academic institution of higher learning.
- Copy of tertiary qualification
- A comprehensive CV
- Copy of your ID

INFRASTRUCTURE DEVELOPMENT SKILLS PROGRAMME (ISDG)

The ISDG programme prepares engineering and science graduates by giving them exposure in various science and engineering fields, ensuring that they are registered or eligible for registration as professional natural scientists, professional engineers, technologists or technicians. By the relevant statutory councils such as South African Council for Natural Scientific Professions (SACNASP), Engineering Council of South Africa (ECSA), South African Geomatics Council (SAGC) and South African Council for Planners (SACPLAN) etc.

Requirements:

- BSc Eng./BSc Hons/ MTech/ MSc/ PhD/ BTech/M.Eng qualification in Civil Engineering, Chemical Engineering, Mechanical Engineering, Electrical Engineering, Electronic Engineering, Mechatronic Engineering, Industrial Engineering, Urban and Regional Town Planning, Geographical Information System (GIS), Environmental Science, Materials Science, Microbiology, Biotechnology, Virology, Chemical Science, Chemistry, Atmospheric Science, Hydrogeology, Geochemistry, Hydrology, Data Science,
- Unemployed
- Between the Ages 18-35

IN-SERVICE TRAINING (Work Integrated Learning)



The City of Cape Town offers in-service training for undergraduate students who require specialist experiential training in their field of study in order to obtain the formal qualification or for those within the specific disciplines (e.g. social work, clinical or occupational psychology etc.) who require specialist experiential training under supervision in order to obtain professional registration in their chosen discipline.

All applications for in-service training must include the student's curriculum vitae, copy of identification document, proof that the curriculum requires the specific practical exposure and proof indicating the scope of experiential training. The host department assigns a mentor to each in-service training student in order to provide advice and guidance during the duration of the in-service training.

Requirements:

- Letter from the institution
- Unemployed
- A comprehensive CV
- Copy of your ID
- National Certificate-N6(WIL/In-service training)

STUDENT SKILLS PROGRAMME

Student Skills Programme provide an opportunity for unemployed individuals to practical real work experience, develop capacity for lifelong learning and awareness of social context in which they will be working on once they enter the industry. The programme aims to develop unemployed people with sound knowledge and understanding of the principles of local government and further develop critical skills in the key operational areas in various departments within the City.

Those who take part in this programme will gain practical experience, development readiness skills and in turn improve their future employment prospects.

Requirements:

- Unemployed
- Must have Grade 10 or Matric

To register for the GIP, ISDG, in-services skills programme and the Student job readiness programme and Learnerships you need to:

Step1: Register for an internship online, you will first need to register for e-Services and activate the careers service.

Step 2: Once you have activated the service, you will need to create an online CV and fill in your personal details, education and training, work experience, and qualifications.

Please include a digital copy of:

- Your ID;
- A cover letter;

Your qualifications, such as a matric certificate, diploma or degree; and any references.

Step 3: Once you have created your online CV, visit our job search app and look for the internship you want to register for. Use the search filters so that the jobs in the results section match your specific skill set.

JOB SHADOWING

Job shadowing is a programme for students which enables them to find out what it is like to be in a specific profession. This helps the student to choose the college programme (higher education/training) and subsequently the profession that they would like to work in. However, the act of job shadowing is also utilised by college students or by non-student adults simply wanting to experience a particular career opportunity. In both, the job shadowing follows the professional and observes their daily work. Such programmes run for a maximum of one week and do not attract any additional costs to the City of Cape Town.

Requirements

Send a letter of request from your school and include the following:

- Fully signed Application form
- Unemployed
- Between the ages of 18 and 35
- CV
- Copy of ID
- Letter from institution indicating the need for practical exposure
- If younger than 18 a letter from the parent is required

Application Process

- Application forms must be requested and sent to the student email with Student.Opportunities@capetown.gov.za with relevant attachments.

LEARNERSHIPS



Learnerships are defined as a work based learning programme that leads to an NQF registered qualification. Learnerships are directly related to an occupation or field of work, for example, electrical engineering, hairdressing or project management. Learnerships are managed by Sector Education and Training Authorities (SETAs).

They are:

- Structured learning programmes, which combine work-based experience with book knowledge.
- Work-based training programmes aimed at school leavers and those who wish to improve their workplace skills.
- Skills-based programmes supported by government and employers.
- One way to obtain a recognised qualification in any technical or non-technical field.

Benefits to the learner

- A quality education
- Immediate experience of newly acquired skills' practical relevance
- The opportunity to improve competence and qualification levels, which in turn could lead to better employment
- An opportunity for permanent employment
- A learnership certificate, which is nationally recognized by both employers and education authorities

Duties of the learner

- Work for the employer as part of the learning process
- Be available and participate in all learning and work experience required by the learnership
- Comply with the workplace policies and procedures
- Complete all assessments
- Attend all study periods and theoretical learning sessions with the training provider

Requirements:

- Matric
- A comprehensive CV
- Unemployed
- Between the ages of 18 and 35

How do you apply?

- Opportunities are advertised throughout the year depending on the Directorate / Departments need
- Look out for learnerships on the City of Cape Town WEBSITE, www.capetown.gov.za under Careers

APPRENTICESHIPS



Apprenticeship is a technical training system that includes practical and theoretical training in designated trades – the person qualifies as an artisan. The duration of the apprenticeship programme is determined by each trade and level.

What is an apprenticeship?

An apprenticeship is a combination of the recognition of workplace experience integrated with institutional learning directly related to an artisan trade occupation which leads to a national artisan trade qualification. Once an apprenticeship is successfully completed, including the passing of a national trade test, you will be a qualified artisan in your trade. Apprenticeships are funded by Sector Education and Training Authorities (SETA's).

The current priority trades in City of Cape Town are:

Engineering

- Electrical
- Mechanical Fitter
- Millwright
- Petrol and Diesel Mechanics
- Welding
- Boiler making
- Heavy Equipment Mechanic
- Motorcycle Mechanic

Construction

- Carpentry
- Plumbing
- Bricklaying

The Responsibilities of an apprentices

The apprentices are expected to meet the demand side of the labour market, using the training provided to become skilled artisan/technicians employed by government, or move into the private sector.

What is required when applying?

- Unemployed
- Between the ages of 18 and 35
- CV

Requirements per trade

Engineering Trade

- a minimum of National Technical Certificate qualification (Mechanical and Trade Theory, Mathematics, Engineering Science and any fourth subject) OR Technical Matric (Grade 12 with Mechanical Trade Theory, Mathematics, Physical Science and Technical Drawing) OR Full National Certificate Vocational 4 (Mechanical with 7 subjects) OR Grade 12 (Mathematics, Physical Science with other subjects).

Construction Trade

- a minimum of National Technical Certificate qualification (Mechanical and Trade Theory, Mathematics, Engineering Science and any fourth subject) OR Technical Matric (Grade 12 with Mechanical Trade Theory, Mathematics, Physical Science and Technical Drawing) OR Full National Certificate Vocational 4 (Mechanical with 7 subjects) OR Grade 12 (Mathematical Literacy, Physical Science with other subjects).
- Matric with technical subjects.

Application Process:

- If you have completed your Grade 12 successfully, Opportunities are advertised throughout the year depending on the Directorate /Departments need,
- Apprenticeship are advertised every three years.
- Look out for apprenticeships advert on the City of Cape Town website, www.capetown.gov.za under Careers page.

CAREERS/JOB OPPORTUNITIES

The City of Cape Town is a world class employer, with over 27 000 staff members who work in a wide range of disciplines. The City is committed to: creating a fair working environment that allows for recognition and reward, a better workplace for all employees, and retaining, growing and attracting talent.

For more details about the vacancies currently available at the City of Cape Town visit our website at www.capetown.gov.za > our Careers section and register your CV.

WHERE TO STUDY

UNIVERSITIES & UNIVERSITY OF TECHNOLOGY	CONTACT DETAILS	WEBSITE
University Of Cape Town	021 650 2125	www.uct.ac.za
University of Stellenbosch	021 808 9111	www.sun.ac.za
University of the Western Cape	021 959 9753	www.uwc.ac.za
Cape Peninsula University of Technology	021 959 6594	www.cput.ac.za

TVET COLLEGES

COLLEGES	CONTACT DETAILS	WEBSITE
College of Cape Town	086 010 3682	www.cct.edu.za
False Bay College	021 003 0600	www.falsebaycollege.co.za
Northlink College	086 006 5465	www.northlinkcollege.co.za
West Coast College	022 482 1143	www.westcoastcollege.co.za

PARTNERSHIP WITH SETA

For more information about SETA's, bursaries and Learnerships herewith below contact details for enquiries

TYPE OF SETA	CONTACT DETAILS	CONTACT PERSON	EMAIL
Local Government Sector Education and Training Authority (LGSETA)	021 686 7081	Aneeka Jacobs	www.lgseta.co.za
Energy Sector Education and Training Authority (EWSETA)	021 701 0582	Renecia Wilson	www.ewseta.co.za
Chemical Industries Education and Training Authority (CHIETA)	021 551 1113/4	Faith Nenembu	www.chieta.org.za
Education, Training and Development Practices (ETDP SETA)	021 946 4022	Fikile Machimana	www.etdp.org.za



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD