**THE SOUTH AFRICAN SOCIAL SECURITY AGENCY**

**PURPOSE:** To manage the delivery of services pertaining to the payment of social grants in South Africa.

**FUNCTIONS:**

1. Provide internal audit and risk management services.

2. Ensure compliance with policy and prescripts.

3. Manage regional operations.

4. Provide corporate support services.

5. Provide financial management services.

6. Provide information and communication technology services.

7. Provide a grant administration service and ensure operations are integrated within the Agency.

8. Provide a grants benefit transfer function to ensure an integrated payment system and customer care within the Agency.

9. Develop innovative strategies and mechanisms to improve service delivery.

1 Chief Executive Officer (Level 16)

***MS B. MEMELA-KHAMBULA***

1. **CHIEF OPERATIONS OFFICE -**

*VACANT*

1. GM OFFICE OF THE CEO - VACANT

**DEPARTMENT: FRAUD MANAGEMENT AND COMPLIANCE**

**BRANCH:**

 **INTERNAL AUDIT & RISK MANAGEMENT**

***MS. T.M. SIBANYONI***

**BRANCH:**

**POLICY IMPLEMENTATION SUPPORT**

***MS D.EDUNKERLEY***

**BRANCH:**

**INFORMATION & COMMUNICATION TECHNOLOGY (ICT)**

*MR A MAHLANGU*

**BRANCH:**

**FINANCE**

**MR T.J CHAUKE**

**BRANCH:**

**CORPORATE SERVICES**

***VACANT***

**BRANCH:**

**GRANTS OPERATIONS**

***VACANT***

**BRANCH:**

**STRATEGY & BUSINESS DEVELOPMENT**

***MS R. RAMOKGOPA***

**DEPARTMENT: FRAUD MANAGEMENT & COMPLIANCE**

General Manager: Fraud Management & Compliance (level 14): ***VACANT***

UNIT: FRAUD & CORRUPTION INVESTIGATIONS

PURPOSE: To facilitate and undertake investigations of fraud and corruption.

### FUNCTIONS:

1. Undertake all investigations relating to fraud and corruption.

2. Facilitate recovery of debt for social fraud cases.

3. Facilitate disciplinary cases for cases of social grant fraud.

**UNIT: COMPLIANCE / DATA QUALITY**

PURPOSE: To identify, measure fraud risks and take steps to mitigate identified risk within the grants administration process.

### FUNCTIONS:

1. Conduct fraud risk assessments.

2. Develop a fraud prevention strategy.

3. Undertake data interrogation to identify fraudulent transactions.

4. Develop and implement fraud compliance processes and procedures.

**UNIT: FRAUD PREVENTION**

PURPOSE: To provide a fraud prevention service.

### FUNCTIONS:

1. Facilitate the implementation of a fraud prevention strategy.

2. Monitor progress wrt fraud cases.

3. Report on outcome of fraud cases.

4. Review fraud prevention strategy.

5. Design and develop fraud risk controls.

6. Manage recovery of debt for social fraud cases.

1 Senior Manager: Fraud Prevention (Level 13)

*VACANT*

1 Senior Manager: Fraud & Corruption Investigations (Level 13)

*VACANT*

1 Senior Manager: Data Quality/ Compliance (Level 13)

*VACANT*

**BRANCH: CHIEF OPERATIONS MANAGEMENT**

**PURPOSE:** To provide strategic support to the CEO and manage regional operations

**FUNCTIONS:**

1. Provide a strategic support services to the CEO.
2. Promote Inter-governmental and stakeholder relations.
3. Provide overall programme and project management capacity and support to the Agency.
4. Manage regional operations.
5. Ensure efficient and effective security management services.

**REGIONAL OFFICE:**

**EASTERN CAPE**

***MR B. B. MAQETUKA***

1Chief Operations Officer (Level 15)

*VACANT*

**REGIONAL OFFICE:**

**FREE STATE: *VACANT***

**REGIONAL OFFICE:**

**GAUTENG**

***MR M. T. MATLOU***

**REGIONAL OFFICE:**

**KWAZULU-NATAL**

***VACANT***

**DEPARTMENT: INTER-GOVERNMENTAL & STAKEHOLDER RELATION**

**DEPARTMENT: SECURITY MANAGEMENT**

**DEPARTMENT: ENTERPRIZE PROGRAMME MANAGEMENT OFFICE (EPMO)**

**OFFICE OF THE CEO**

**REGIONAL OFFICE:**

**LIMPOPO**

***VACANT***

**REGIONAL OFFICE:**

**MPUMALANGA**

***VACANT***

**REGIONAL OFFICE:**

**NORTHERN CAPE**

***VACANT***

**REGIONAL OFFICE:**

**NORTH WEST**

***MS E. Z. MVULANE***

**REGIONAL OFFICE:**

**WESTERN CAPE**

***VACANT***

**PRIVATE OFFICE OF THE CEO**

PURPOSE: To provide administrative support services to the CEO.

### FUNCTIONS:

1. Manage and coordinate all administrative matters within the office of the CEO.

2. Provide executive support services.

3. Provide international liaison services

4. Provide parliamentary support services.

**UNIT: MEDIA LIAISON**

PURPOSE: To provide support wrt media liaison.

### FUNCTIONS:

1. Provide media support.

2. Provide outreach media monitoring services.

1 General Manager: Office of the CEO (level 14)

*VACANT*

**OFFICE OF THE CEO**

PURPOSE: To provide strategic support services to the CEO.

### FUNCTIONS:

1. Manage and coordinate all administrative matters within the Office of the CEO.

2. Provide support wrt media liaison.

1 Senior Manager: Media Relations (Level 13)

***MR K. DISEKO,***

1 Senior Manager: Office of the CEO (Level 13)***MS P.MNGADI,***

1 Senior Manager: Regional Coordination (Level 13) ***VACANT***

1 Senior Manager: Parliamentary & Ministerial Affairs (Level 1 )***VACANT***

**DEPARTMENT: ENTERPRIZE PROGRAMME MANAGEMENT OFFICE (EPMO)**

**DEPARTMENT: INTER-GOVERNMENTAL & STAKEHOLDER RELATIONS**

PURPOSE: To promote inter-governmental and stakeholder relations.

### FUNCTIONS:

1. Manage relations with other relevant government departments, organs of the state and other spheres of government.

2. Coordinate all social cluster inputs by SASSA.

1 GM: Inter-governmental & Stakeholder Relations (Level 14). ***VACANT***

1 Senior Manager: Inter-governmental & Stakeholder Relations (Level 13)

***VACANT***

1 General Manger: EPMO (Level 14): ***VACANT***

2 Senior Manager: EPMO (Level 13) ***VACANT***

**DEPARTMENT: SECURITY MANAGEMENT**

PURPOSE: To ensure safety and security in the Agency.

### FUNCTIONS:

1. Develop policy for the management of security pertaining to (1) Access to the property of the Agency, (2) Agency’s information, (3) Staff vetting.
2. Plan and coordinate security services in the Agency.
3. Manage security vendors in accordance with service level agreements.
4. Manage the provision of security services by Agency staff.
5. Liaise with the stakeholders such as NIA and SAPS.
6. Coordinate security management between head office and regions.

1 General Manager: Security (Head of Security) Level 14 ***VACANT***

**UNIT: PHYSICAL SECURITY AND VETTING**

PURPOSE: To manage the physical security and vetting process in the Agency.

### FUNCTIONS:

1. Ensure physical and personnel security in the Agency.
2. Manage the vetting process in SASSA.

1 Senior Manager: Security Management (Level 13) ***MR M.N MOKAKABYE***

**BRANCH: INTERNAL AUDIT & RISK MANAGEMENT**

PURPOSE: To provide internal audit and risk management services

### FUNCTIONS:

1. Provide internal auditing services.
2. To maintain sound risk management and promote governance within the Agency.

1 Executive Manager: Internal Audit (level 15)

***MS. T.M. SIBANYONI***

**DEPARTMENT: RISK MANAGEMENT**

DEPARTMENT: INTERNAL AUDIT

1 General Manager: Risk Management (level14)

***MS B. MONA***

1 General Manager: Internal Audit (level14)

***VACANT***

3 Senior Manager: Internal Audit (level 13)

***MS P.M. MBEKI***

***MR M NKASANA***

**DEPARTMENT: RISK MANAGEMENT**

**PURPOSE:**To maintain sound risk management and promote good governance within the Agency.

### FUNCTIONS:

1. Provide a risk assessment service.
2. Deal with issues relating to good governance compliance.

1 General Manager: Risk Management (level 14)

***MS B. MONA***

UNIT: RISK ASSESSMENT

PURPOSE: To provide risk assessment services.

### FUNCTIONS:

1. Facilitate risk assessment and compile risk profiles.

2. Develop a risk management policy and strategy.

3. Facilitate the design and implementation of controls.

4. Monitor implementation and provide support.

UNIT: GOVERNANCE

PURPOSE: To develop and implement an effective code of good governance for the Agency.

### FUNCTIONS:

1. Develop and implement a charter for service excellence.

2. Promote ethnical culture conducive to efficient service delivery within the Agency.

3. Develop systems to monitor institutional performance wrt risks.

4. Facilitate responses to internal and external audit queries.

5. Develop and implement a system for management of relations with principals and customers.

1 Senior Manager: Risk Assessment (Level 13)

***VACANT***

1 Senior Manager: Governance (Level 13)

***VACANT***

**BRANCH: CORPORATE SERVICES**

**PURPOSE:** To provide corporate support services

**FUNCTIONS:**

1. Provide a human capital management service.
2. Facilitate human capital development and ensure sound employee relations.
3. Provide facilities management and auxiliary support services.
4. Provide efficient and effective legal support services.
5. Provide a communication service

1 Executive Manager Corporate Services (Level 15)***Vacant***

**DEPARTMENT: HUMAN CAPITAL DEVELOPMENT & EMPLOYEE RELATIONS**

***VACANT***

**DEPARTMENT: FACILITIES MANAGEMENT & AUXILIARY SUPPORT SERVICES**

***MR M. G. MASAKONA,***

DEPARTMENT: LEGAL SERVICES

***MS B.A MAHLOBOGOANA***

**DEPARTMENT: COMMUNICATION**

***MR P.C. LETSATSI***

**DEPARTMENT: HUMAN CAPITAL MANAGEMENT**

***MR M. G. MASAKONA,***

DEPARTMENT: HUMAN CAPITAL MANAGEMENT

PURPOSE: To provide a human capital management service.

### FUNCTIONS:

1. Provide a human capital provisioning, maintenance and information management service.
2. Provide a job grading, organisational development and human resource planning service.
3. Provide an integrated corporate wellbeing service and manage the implementation of employment equity programmes.
4. Research and develop HCM policies.

1 General Manager: HCM (Level 14)

***MS.M. S. MAFORA***

UNIT: HCM POLICY RESEARCH & DEVELOPMENT

UNIT: ORGANISATION DEVELOPMENT (OD)

**UNIT: CORPORATE WELLBEING & EMPLOYMENT EQUITY MANAGEMENT**

**UNIT: HUMAN OPERATIONS MANAGEMENT**

1 Senior Manager: Organisation Development (level 13)

***MR C.B. TITUS***

1 Senior Manager: Employee Wellness (level13)

***MS L.E MOTAUNG***

1 Senior Manager: Human Operations Management (level 13)

*VACANT*

1 Senior Manager: HCM Policy Research &Dev (Level 13)

*VACANT*

**DEPARTMENT: HUMAN CAPITAL DEVELOPMENT & EMPLOYEE RELATIONS**

**PURPOSE:** To facilitate human capital development and ensure sound employee relations.

**FUNCTIONS:**

1. Ensure generic skills development facilitation.
2. Promote career development in the Agency.
3. Ensure effective management, implementation, maintenance and monitoring of performance management.
4. Promote and ensure sound labour relations in the Agency.
5. Provide a compensation management advisory service.

**UNIT: PERFORMANCE MANAGEMENT**

***VACANT***

**UNIT: GENERIC SKILLS DEVELOPMENT**

**UNIT: CAREER DEVELOPMENT**

***VACANT***

**UNIT: COMPENSATION MANAGEMENT**

***VACANT***

1 General Manager: Human Capital Development and Employee Relations(Level 14)

***Vacant***

UNIT: LABOUR RELATIONS MANAGEMENT

*VACANT*

*1 Senior Manage (level 13)* Human Capital Development

*MR K. F. ALBRECHT*

DEPARTMENT: FACILITIES MANAGEMENT & AUXILIARY SUPPORT SERVICES

PURPOSE: To provide facilities management and auxiliary support services.

### FUNCTIONS:

1. Facilitate the planning and acquisitioning of the Agency’s property needs.
2. Ensure efficient and effective facilities maintenance.
3. Provide effective and efficient transport services.
4. Ensure efficient and effective general support services.

1 General Manager: Facilities Management and Auxiliary Support Services (Level 14)

***MR M. G. MASAKONA,***

**UNIT: GENERAL SUPPORT SERVICES**

**PURPOSE**: To ensure efficient and effective general support services.

FUNCTIONS:

1. Ensure efficient and effective office support services.
2. Manage registry services of the Agency.
3. Manage vendors in accordance with service level agreements (cleaning, catering, etc).
4. Manage the provision of catering services.
5. Manage the provision of bulk photocopying services.

**UNIT: TRANSPORT MANAGEMENT**

PURPOSE: To provide efficient and effective transport services.

### FUNCTIONS:

1. Provide transport services.
2. Manage and administer SASSA’s fleet (Acquisition, allocation, disposal).
3. Provide a travel management service.

**UNIT: FACILITIES MAINTENANCE**

PURPOSE: To ensure efficient and effective facilities maintenance.

### FUNCTIONS:

1. Develop policy for the maintenance of the Agency’s physical infrastructure.
2. Manage vendors in accordance with service level agreements.
3. Monitor and evaluate the condition of SASSA’s infrastructure and advice on maintenance.
4. Provide a furniture management service:
* Norms and standards
* Re-location
* Requisition / key control / disposal

**UNIT: PROPERTY MANAGEMENT**

PURPOSE: To facilitate the planning and acquisitioning of the Agency’s property needs.

### FUNCTIONS:

1. Develop policies and strategies for the sourcing of property.
2. Acquire property for the Agency:
* Needs assessment and identification
* Space design and layouts
* Inputs and advice on tender specifications
1. Facilitate agreements with partners’ relation to the sharing of properties.
2. Develop norms and standards for property requirements.
3. Establish and implement GIAMA requirements.
4. Develop and maintain a property asset register.
5. Manage vendors in accordance with service level agreements.

1 Senior Manager: Transport Management (level 13)

***VACANT***

1 Senior Manager: General Support Services (level 13)

***VACANT***

1 Senior Manager: Facilities Maintenance (level 13)

***VACANT***

1 Senior Manager: Property Management (level 13)

***VACANT***

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DEPARTMENT: LEGAL SERVICES

PURPOSE: To provide efficient and effective legal support services.

### FUNCTIONS:

1. Ensure uniformity in the management and administration of contracts.
2. Management of litigation by and against the Agency.
3. Ensure that SASSA policies are in line with statutory legislation.

1 General Manager: Legal Services (Level 14)

***MS B.A MAHLOBOGOANA***

**UNIT: LEGISLATION MANGEMENT**

**PURPOSE**: To ensure that SASSA policies are in line with statutory legislation.

FUNCTIONS:

1. Provide legal advice.
2. Advise on changes in the legislative environment.
3. Promote a compliance culture.
4. Determine norms and standards for compliance.

**UNIT: LITIGATION MANAGEMENT**

PURPOSE: To manage litigation by and against the Agency.

### FUNCTIONS:

1. Coordinate and administer litigation cases.
2. Develop a litigation database.
3. Develop a litigation management framework.
4. Provide advice in respect of litigation.

**UNIT: CONTRACT MANAGEMENT**

**PURPOSE:**To ensure uniformity in the management and administration of contracts.

### FUNCTIONS:

1. Develop contract management policies and processes.
2. Draft and review contracts.
3. Advise on implications of contractual obligations.

1 Senior Manager: Legal Services (level 13)

***MS K.JUGWANTH***

1 Senior Manager: Legal Services (level 13)

***MR N. L, PAILE***

1 Senior Manager: Legal Services (level 13)

***MR A.S. MOLOPE***

DEPARTMENT: COMMUNICATION

PURPOSE: To provide a communication services.

### FUNCTIONS

1. Provide branding and publication services.
2. Provide an internal communication service.
3. Improve organisational efficiency through the provision of an integrated change management service in the Agency.

1 General Manager: Communications (Level 14)

***MR P.C. LETSATSI***

**UNIT: MARKETING & PUBLICATIONS**

**PURPOSE:**Toprovide branding and publication services.

### FUNCTIONS:

1. Provide publication services.
2. Provide website and intranet management services.
3. Provide marketing services.

**UNIT: INTERNAL COMMUNICATION**

PURPOSE: To provide internal communication services.

### FUNCTIONS:

1. Provide internal communication to all stakeholders.
2. Provide events management services.

**UNIT: CHANGE MANAGEMENT**

**PURPOSE**: To improve organisational efficiency through the provision of an integrated change management service in the Agency.

FUNCTIONS:

1. Manage a Corporate Change Culture Programme.
2. Manage Enterprise Change Programmes.
3. Manage Regional Change Programmes.

1 Senior Manager: Internal Communication (level 13)

***MISS D. P. MOSETE***

1 Senior Manager: Marketing & Publications (level 13)

***MR M. A. PITSI***

1 Senior Manager: Change Management (level 13)

***MS N. P. KHOZA***

**BRANCH: FINANCE**

**PURPOSE:** To provide financial management services

**FUNCTIONS:**

1. Ensure an integrated budget planning, expenditure monitoring and internal control in the Agency.

2. Ensure the development and implementation of a comprehensive set of financial accounting mechanisms for the Agency to facilitate accountability, compliance and reporting.

3. Provide an integrated supply chain management service to the Agency.

4. Establish and maintain beneficiary transfers, financial accounting and payment functions for the Agency.

1 Executive Manager: Finance (CFO) (Level 15)

**MR T.J CHAUKE**

**DEPARTMENT: SUPPLY CHAIN MANAGEMENT**

***MS P. D. NDLOVU***

**DEPARTMENT: BENEFICIARY TRANSFERS**

***VACANT***

**DEPARTMENT: FINANCIAL ACCOUNTING**

***MR I.M. SEDITE***

**DEPARTMENT: MANAGEMENT ACCOUNTING & SYSTEMS**

***MS L. M. THOVHAKALE***

DEPARTMENT: MANAGEMENT ACCOUNTING & SYSTEMS

PURPOSE: To ensure integrated budget planning, expenditure monitoring and internal control in the Agency.

### FUNCTIONS

1. Manage and coordinate the financial planning and budgeting process.
2. Manage the budget administration and reporting processes.
3. Manage the provisioning of an integrated financial system to support the budget planning, expenditure monitoring, accounting, supply chain management and payroll administration.
4. Manage an integrated set of financial control mechanisms to promote accountability, compliance and effective management account reporting.

1 General Manager: Management Accounting & Systems (Level 14)

***MS L. M. THOVHAKALE***

**UNIT: INTERNAL CONTROL**

**PURPOSE**: To manage an integrated set of financial control mechanisms to promote accountability, compliance and effective management accounting reporting.

FUNCTIONS:

1. Develop, implement and monitor financial policies, processes, systems and delegations.
2. Coordinate effective responses to internal & external audit queries, including monitoring action plans by management in this regard.
3. Plan, coordinate and manage the risk assessment process for the Agency and ensure development and monitoring of the implementation of the risk management implementation plan.
4. Monitor the implementation and compliance to financial legislative requirements.
5. Facilitate capacity building of all Agency staff on internal control, risk management and financial policies, processes and procedures.
6. Provide a secretariat service to the Financial Misconduct Committee.

**UNIT: FINANCIAL SYSTEMS**

PURPOSE: To manage the provisioning of an integrated financial system to support the budget planning, expenditure monitoring, accounting, supply chain management and payroll administration.

### FUNCTIONS:

1. Provide system control functions for payroll administration, accounting, supply chain management, financial planning, expenditure control and financial performance monitoring.
2. Advise on changes required to financial systems and business processes
3. Facilitate capacity building of all Agency staff on financial system activities, roles and responsibilities.
4. Provide financial helpdesk functions.

**UNIT: BUDGET ADMINISTRATION & REPORTING**

PURPOSE: To manage the budget administration and reporting processes.

### FUNCTIONS:

1. Consolidate and monitor cash flow projections.
2. Ensure finalisation of monthly and quarterly financial reports to the Department of Social Development and Treasury.

**UNIT: BUDGET PLANNING**

PURPOSE: To manage and coordinate the financial planning and budgeting process.

### FUNCTIONS:

1. Develop budget guidelines for SASSA.
2. Advise and coordinate on budget bids towards the development of the Agency’s budget
3. Analyse budget bids and ensure alignment towards the Agency’s strategic and operational priorities.
4. Consolidation, submission and support in respect of approval processes with regards to the annual budget.
5. Undertake research and advice on expenditure trends and forecasting against budget allocations.

1 Snr Mngr: Budget Admin & Reporting (level 13)

***VACANT***

1 Senior Manager: Financial Systems (level 13)

***MR W. K. J.TAU***

1 Senior Manager: Budget Planning (level 13)

***MR F. MOTSHWANEDI***

1 Senior Manager: Internal Control (level 13)

***MR K. E. MOWA***

**DEPARTMENT: FINANCIAL ACCOUNTING**

**PURPOSE:** To ensure the development and implementation of a comprehensive set of financial accounting mechanisms for the Agency to facilitate accountability, compliance and reporting.

**FUNCTIONS:**

1. Provide effective revenue and debt management services.

2. Manage the expenses and recording of all the financial obligations for the Agency within available funding and provide cashier functions.

3. Administer salaries in the Agency.

4. Administer and maintain financial accounts.

1 General Manager: Budget &Revenue (level 14)

1 General Manager: Financial Accounting (Level 14)

***MR I.M. SEDITE***

**UNIT: SALARY ADMINISTRATION**

**PURPOSE:** To administer salaries in the Agency.

**FUNCTIONS:**

1. Manage the payment of salaries.

2. Manage salary records on the payroll system.

3. Manage payroll deductions and debts.

4. Compile management reports on salary related matters.

5. Manage reconciliations and tax administration.

**UNIT: REVENUE & DEBT MANAGEMENT**

**PURPOSE:** To provide effective revenue and debt management services.

**FUNCTIONS:**

1. Develop and implement an effective revenue collection and fund management system.

2. Manage the Agency’s revenue account.

3. Monitor and evaluate the Agency’s revenue trends.

4. Provide a debt management service.

**UNIT: EXPENDITURE ADMINISTRATION**

**PURPOSE:** To manage the expenses and recording of all the financial obligations for the Agency within available funding and provide cashier functions.

**FUNCTIONS:**

1. Confirm validity of transactions verified against delegated authority, expenditure posting information and banking details.

2. Process payment transactions according to accounting policies, processes and procedures.

3. Maintain records of transactions.

4. Provide cashier functions.

**UNIT: FINANCIAL ACCOUNTS**

**PURPOSE:** To administer and maintain financial accounts.

**FUNCTIONS:**

1. Administer and maintain a set of financial accounts.

2. Compile expenditure reports.

3. Reconciliation of bank statements with cash book, deposit slips, cancelled cheques, etc.

4. Maintain records of transactions.

5. Verify, reconcile and process all interdepartmental claims.

6. Cash flow management

7. Compile financial statements

8. Financial reporting

1 Senior Manager: Salary Administration (level 13)

***MS M. M. DLULANE***

1 Senior Manager: Financial Accounts (level 13)

***VACANT***

1 Senior Manager: Revenue Management (level 13)

***MS Z. MOTSIE,***

1 Senior Manager: Expenditure Admin (level 13)

***MS M. D. MOGARI,***

**DEPARTMENT: SUPPLY CHAIN MANAGEMENT**

**PURPOSE:** To provide an integrated supply chain management service to the Agency.

**FUNCTIONS:**

1. Provide supply chain demand management services.
2. Acquire goods and services in a fair, equitable / competitive and cost effective manner.
3. Provide an asset management function and administer movable assets.
4. Ensure compliance of procurement policies and legislation

1 General Manager: Supply Chain Management (level 14)

***MS P. D. NDLOVU***

**UNIT: ACQUISITIONING & PROVISIONING**

**PURPOSE**: To acquire goods and servicesin a fair, equitable / competitive and cost effective manner.

### FUNCTIONS:

1. Sourcing quotations and tenders /bids.
2. Maintain a database of service providers
3. Maintain, control and issuing consumables.
4. Processing of orders and creditors payments.

**UNIT: SUPPLY CHAIN MANAGEMENT COMPLIANCE**

PURPOSE: To ensure compliance of procurement policies and legislation.

### FUNCTIONS:

1. Administer supply chain contracts.

2. Monitor compliance with SCM directives / Acts and policies.

**UNIT: ASSETS MANAGEMENT**

PURPOSE: To provide an asset management function.

### FUNCTIONS:

1. Develop, maintain and facilitate implementation of a comprehensive asset management strategy for the Agency.

2. Develop and maintain an asset register for the Agency.

3. Manage losses/ surpluses and disposal of assets.

4. Do asset verification

**UNIT: DEMAND MANGEMENT**

PURPOSE: To provide supply chain demand management services.

### FUNCTIONS:

1. Conduct industry analysis on potential service providers.
2. Identify SASSA’s procurement needs
3. Provide specifications/ terms of reference for the supply of goods and services.

1 Senior Manager: Demand Management (level 13)

***MRS M. C. MOKONE***

1 Senior Manager: Asset Management (level 13)

***MRS M.C. MODISE***

1 Senior Manager: Acquisitioning (level 13)

***MR M .P. MABULA***

1 Senior Manager: SCM Compliance (level 13)

***MR G TWALA***

DEPARTMENT: BENEFICIARY TRANSFERS

PURPOSE: To establish and maintain beneficiary transfers, financial accounting and payments function for the Agency.

### FUNCTIONS:

1. Manage an integrated beneficiary transfer payment administration system for the Agency, by transferring social assistance funds to third party contractors timeously.
2. Manage a comprehensive accounting system and associated reconciliations relating to the social assistance transfers to beneficiaries for the Agency.
3. Efficiently and effectively manage the cashflow requirements relating to the transfers to beneficiaries for the Agency.
4. Manage grant projection models to ensure adequate availability of funds to be transferred to beneficiaries.
5. Ensure accurate projections, regular monitoring of budgets and expenditure and ensure regular reporting of the transfers to beneficiaries to internal and external key stakeholders.
6. Ensure complete accounting of social assistance debtors as the function pertain to the banking function centralised at Head Office (function to be managed together with Debt and Revenue and Debtors units in the regions).

1 General Manager: Beneficiary Transfers (Level 14)

***Vacant***

**UNIT: CASHFLOW MANAGEMENT**

PURPOSE: To provide effective management of the beneficiary transfer cashflow requirements.

### FUNCTIONS:

1. Development and application of cashflow management schedules to ensure timeous and adequate flow of funds.
2. Development, application and *updating of cashflow projections.*
3. Monitor and evaluate the Agency’s beneficiary transferscashflow requirements and trends.
4. Coordinate and integrate funding needs for transfers to beneficiaries to ensure best return of investment.

**UNIT: GRANT DEBTORS ACCOUNTING**

**PURPOSE**: To ensure proper and complete accounting treatment of grant debtors for all 9 Regions, in conjunction with Debt and Revenue Unit and debtors units in Regions.

FUNCTIONS:

1. Perform on-line clearing of all deposit accounts (grant debtors).
2. Clear all unallocated receipts that relate to debtors, through reconciling.
3. Clear debt suspense accounts be reconciling / matching unallocated receipts to deposit account.
4. Prepare journals for unallocated receipts.

**UNIT: GRANT ACCOUNTING & RECONCILIATION**

PURPOSE: To manage the payment and recording of the transfer to beneficiaries within the available funds and undertake relevant and timeous reconciliations of these payments.

### FUNCTIONS:

1. Confirm validity of transactions, verify against delegated authority, expenditure posting information and banking details.
2. Process payment transactions according to accounting policies, processes and procedures.
3. Maintain records of transactions.
4. Provide timeous reconciliations of amounts paid to contractorsito SOCPEN and ORACLE reports.
5. Complete all other relevant reconciliations necessary to close books on a monthly basis and clear relevant accounts.

1 Senior Manager: Accounting & Reconciliation (level 13))

***VACANT***

1 Senior Manager: Debtors Accounting (level 13)

***VACANT***

1 Senior Manager: Cashflow Management (level 13)

***VACANT***

BRANCH: INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

PURPOSE: To provide information on communication technology services.

### FUNCTIONS:

1. Manage information for planning, operational and management purposes.

2. Develop business systems to support SASSA’s operations in line with SASSA’s development standards and principles.

3. Develop and implement an IMST architecture for SASSA.

4. Manage the Agency’s ICT operations pertaining to user support, systems maintenance, performance of vendor service level agreements.

5. Lead the development and maintenance if ICT governance model and ICT policies and processes.

6. Manage service providers in accordance with service level agreements.

1 Executive Manager: ICT (Chief Information Officer) (level 15)

*MR A MAHLANGU*

**UNIT: ICT SERVICE PROVIDER MANAGEMENT**

PURPOSE: To manage ICT service providers

### FUNCTIONS:

1. Manage vendors in accordance with service level agreements.
2. Provide supplier management service.

**UNIT: ICT GOVERNANCE**

PURPOSE: Lead the development and maintenance of ICT governance model and ICT Policies and Processes.

### FUNCTIONS:

1. Implementation & monitoring of ICT governance model.
2. Develop and monitor policies and processes.
3. Manage quality assurance and certification of compliance.
4. Establish and maintain structured testing methodologies.
5. Development of test plans and function monitoring

1 Senior Manager: ICT Governance (level 13)

***VACANT***

1 Senior Manager: ICT Sourcing (level 13)

***VACANT***

**DEPARTMENT: INFORMATION MANAGEMENT**

***MR CAESAR VUNDULE***

**DEPARTMENT: ENTERPRISE ARCHITECTURE**

***VACANT***

**DEPARTMENT: IT BUSINESS SOLUTIONS DEVELOPMENT**

***MS CARINKOSTER***

**DEPARTMENT: ICT OPERATIONS MANAGEMENT**

***MR JABULANI CECILMAKONDO***

DEPARTMENT: INFORMATION MANAGMENT

PURPOSE: To provide information management services for SASSA.

### FUNCTIONS:

1. Develop and implement IM strategy.
2. Oversee the development of business intelligence.
3. Manage the strategy for Information research and analysis.
4. Manage strategy for information dissemination and disposal.
5. Records and Information Resource Centre (Library) management.
6. Research, evaluate, and recommend software packages for purchase and deployment for information management.

1 General Manager: Information Management(Level 14)

***MR CAESAR VUNDULE***

**UNIT: KNOWLEDGE & INFORMATION MANAGEMENT (KIM)**

PURPOSE: To manage information and knowledge.

### FUNCTIONS:

1. Enterprise content management.
2. Electronic records and document management.
3. Information Resource Centre (library) management
4. Ensure compliance to information management legislation.

**UNIT: BUSINESS INTELLIGENCE**

PURPOSE: To manage the business intelligence of information.

### FUNCTIONS:

1. Information research and analysis.
2. Manage tools for business intelligence.
3. Develop and manage a datawarehouse.

1 Senior Manager: KIM (level 13)

*VACANT*

1 Senior Manager: Business Intelligence (level 13)

*VACANT*

**19 Posts**

DEPARTMENT: ENTERPRISE ARCHITECTURE

PURPOSE: To develop and implement an enterprise architecture for SASSA.

### FUNCTIONS:

1. Development and evolution of the Enterprise Architecture re:
* Business Architecture;
* Application Architecture;
* Technology Architecture;
* Data & Information Architecture.
1. Directs ICT Risk Management strategies.
2. Leads Business Process Re-engineering and maintenance.
3. Development of ICT infrastructure plans and standards.

1 General Manager: Enterprise Architecture(level 14)

*VACANT*

**UNIT: TECHNOLOGY ARCHITECTURE**

PURPOSE: Lead the creation and evolution of technology and security architecture.

### FUNCTIONS:

1. Development of technical architectures and standards.
2. Development of technical ICT patterns, configurations, models and views.
3. Development of ICT high level infrastructure plans.
4. Development of security architectures and base framework.

**UNIT: DATA & INFORMATION**

**ARCHITECTURE**

PURPOSE: Lead the development and maintenance of data and information architecture.

### FUNCTIONS:

1. Development of an information model.
2. Documentation of information flow maps.
3. Creation of an enterprise content architecture.
4. Lead data warehouse / operational data stores designs.
5. Development of data management infrastructure architecture standards.

**UNIT: APPLICATION ARCHITECTURE**

PURPOSE: Lead the creation and evolution of application architecture.

### FUNCTIONS:

1. Develop and oversee application design and functional data modelling.
2. Creation of an application integration model.
3. Document and maintain a business system model
4. Manage IT audit.

**UNIT: BUSINESS ARCHITECTURE**

PURPOSE: Lead the business architecture and business process perspective.

### FUNCTIONS:

1. Business Planning.
2. Data analysis, process analysis and design.
3. Business and functional requirements analysis and design.
4. Document and maintain business operational model.

1Senior Manager: Business Architecture (level 13)

***MS T. KHOBANE***

1Senior Manager: Data & Info Architecture (level 13)

*VACANT*

1Senior Manager: Technical Architecture (level 13)

*VACANT*

1 Senior Manager: Application Architecture (level 13)

*VACANT*

DEPARTMENT: IT BUSINESS SOLUTIONS DEVELOPMENT

PURPOSE: To develop business systems to support SASSA operations in line with SASSA development standards and principles.

### FUNCTIONS:

1. Analyse the business of the Agency to identify possible IT system needs.
2. Assessing cost and feasibility of system requested.
3. Develop and manage strategy for Business systems strategy.
4. Manage the SDLC methodologies and framework.
5. Develop and manage the change leadership management strategy and system and training strategy.

1 General Manager: Solutions Development (level 14)

***MS CARINKOSTER***

**UNIT: CORPORATE SOLUTIONS DEVELOPMENT (ERP)**

PURPOSE: To develop and manage an ERP solution to support SASSA operations in line with SASSA development standards and principles.

### FUNCTIONS:

1. Requirements analysis and specifications
2. Systems development and testing
3. Project Management
4. Training

**UNIT: SYSTEMS DEVELOPMENT**

PURPOSE: To develop a grant application system solution to support SASSA’s operations in line with SASSA’s development standards and principles.

### FUNCTIONS:

1. Requirements analysis and specifications
2. Systems development and testing
3. Project Management

**UNIT: BUSINESS SOLUTIONS**

PURPOSE: To manage business solutions wrt the grant admin (socpen) system and maintenance thereof.

### FUNCTIONS:

1. Problem and release management.
2. Maintenance of systems.
3. Continuous improvement.
4. Change control management.
5. Training.

1 Senior Manager: Systems Development (level 13)

***MR K. M. GOVENDER***

1 Senior Manager: ERP Development (level 13)

***MR J. VAN DER BERG***

1 Senior Manager: Business Solutions (level 13)

*VACANT*

**22 Posts**

DEPARTMENT: ICT OPERATIONS MANAGEMENT

PURPOSE: To coordinate ICT initiatives in the regions, and to manage ICT operations pertaining to user support, systems maintenance, performance and service level agreements.

### FUNCTIONS:

1. To coordinate ICT initiatives in the regions.
2. Develop and manage the strategy for helpdesk /operations centre.
3. Develop and manage strategy for systems and network maintenance.
4. Develop and implement strategy for service and performance management.
5. Provide information security services.

1 General Manager: ICT Regional Management (level 14)

***MR JABULANI CECILMAKONDO***

**UNIT: IT SERVICE MANAGEMENT**

PURPOSE: To provide an IT service management to the Agency in respect of systems and operational IT support.

### FUNCTIONS:

1. Develop service management framework.
2. Optimize timeliness and accuracy of data.
3. Create and maintain end-user (customer) satisfaction.
4. Manage helpdesk/operations centre.

**UNIT: INFORMATION SECURITY**

**PURPOSE:** To provide the information security services

**FUNCTIONS:**

1. Deployment of technical security solutions.

2. Undertake vulnerability assessments.

3. Develop the security framework to ensure compliance.

**UNIT: NETWORK INFRASTRUCTURE MANAGEMENT**

PURPOSE: To manage network infrastructure services

### FUNCTIONS:

1. Network Maintenance (VoIP, VPN, LAN/WAN).
2. Develop and maintain disaster recovery plans.
3. Ensure stable performance environment.
4. Manage and maintain procedures for network administration.
5. Network capacity planning.
6. Manage network security.
7. Manage network configuration.

1Senior Manager: Network Infrastructure (level 13)

***MS N.G. MALULEKA***

1 Senior Manager: Information Security (level 13)

***MR Z. P. NDZUNGA***

1 Senior Manager: Service Management (level 13)

***MS K. M. RAGOPHALA***

**29Posts**

**BRANCH: GRANTS OPERATIONS**

PURPOSE: To provide a comprehensive grant administration and payment service and ensure operations are integrated within the Agency.

### FUNCTIONS:

1. Provide strategic direction and guidance pertaining to the grant operations.
2. Provide strategic direction and guidance pertaining to application to payment in the grants administration process.
3. Provide strategic direction and guidance pertaining to beneficiary maintenance.
4. Provide strategic direction with regard to social relief of distress.
5. Provide strategic direction and leadership pertaining to customer care initiatives.

1 Executive Manager: Operations Management (Level 15)

*VACANT*

**DEPARTMENT: CUSTOMER CARE**

MR SONWABOKOLITI

**DEPARTMENT: OPERATIONS MANAGEMENT**

*VACANT*

DEPARTMENT: PAYMENT MANAGEMENT

***MR M. S. NHLANGOTHI***

**DEPARTMENT: OPERATIONS MANAGEMENT**

**PURPOSE:** To facilitate the operational implementation and integration of business processes related to applications, maintenance and social relief of distress.

**FUNCTIONS:**

1. Co-ordinate the implementation of application to payment business processes.
2. Plan and monitor implementation of reviews and beneficiary maintenance.
3. Co-ordinate the implementation of social relief and disaster management.

**DEPARTMENT: PAYMENT MANAGEMENT**

**PURPOSE:** To provide strategic guidance and support in relation to payment management.

**FUNCTIONS:**

1. Plan and manage the process of payment management to achieve optimal service delivery.
2. Manage, in conjunction with regions, the payment contract.
3. Build payment support capacity.
4. Ensure that every beneficiary receives his/her entitlement in dignified conditions.
5. Manage projects related to payment improvements.

1 General Manager: Operations Management (level 14)

*VACANT*

1 General Manager: Payment Management (level 14)

***MR M. S. NHLANGOTHI***

**UNIT: PAYMENT FACILITATION AND SUPPORT**

**PURPOSE:** To monitor compliance to payment management standards.

**FUNCTIONS:**

1. Monitor compliance to the payment SLA.
2. Liaise with the service providers to ensure payments in dignified conditions.
3. Validate payment reports to ensure accurate reconciliations and payments for services rendered.
4. Prepare SASSA to progressively take over enrolment of beneficiaries.
5. Manage enrolments.

**UNIT: BENEFICIARY MAINTENANCE**

**PURPOSE:** To plan and monitor the implementation of reviews and beneficiary maintenance.

**FUNCTIONS:**

1. Plan and co-ordinate the implementation of grants reviews.
2. Manage the implementation beneficiary maintenance issues in the regions.
3. Manage current social grants debts.

**UNIT: INTAKE MANAGEMENT AND SUPPORT**

**PURPOSE:** To manage and monitor implementation and integration of social grant business processes across the value chain within the regions.

**FUNCTIONS:**

1. Manage the implementation of the social grants value chain in the regions.
2. Integrate disability management in the business processes.
3. Manage the implementation of social relief and disaster management.
4. Monitor implementation of the comprehensive business processes and identify, with the region, corrective actions.
5. Ensure standardisation across all business process implementation

1 Senior Manager: Payment Support (level 13)

*VACANT*

1 Senior Manager: Beneficiary Maintenance (Level 13)

***MR J.S. SKHOSANA***,

1 Senior Manager: Grant Intake Management (level 13)

***MS L. W. THEMA***

**DEPARTMENT: CUSTOMER CARE**

**PURPOSE:** To provide strategic direction and leadership pertaining to customer care initiatives.

**FUNCTIONS:**

1. Manage the call centre
2. Coordinate Ministerial events and enquiries
3. Coordinate the implementation of customer care initiatives
4. Promote customer centric services, through a variety of tools such as customer satisfaction surveys and the implementation of customer care charter
5. Develop and coordinate strategic customer care campaigns.

1 General Manager: Customer Care (level 14)

***MR SONWABOKOLITI***

**UNIT: CUSTOMER CARE AND CALL CENTRE**

**PURPOSE:** To manage customer care initiatives.

**FUNCTIONS:**

1. Manage customer care initiatives, including the Ministerial outreach programmes and ICROP.
2. Coordinate and facilitate the implementation of standardised customer care processes and relations.
3. Develop a standardised process embarking on customer satisfaction surveys.
4. Monitor the implementation of customer care charter
5. Develop and coordinate strategic campaigns for customer care.
6. Develop customer care data and improvement initiatives.
7. Implement a developmental approach to procurement of uniforms and protective clothing for SASSA staff.

**UNIT: UNIFORMS AND PROTECTIVE CLOTHING**

**PURPOSE:** To ensure the procurement of uniforms and protective clothing for SASSA staff.

**FUNCTIONS:**

1. Implement a developmental approach to procurement of uniforms and protective clothing.
2. Liaison with stakeholders.
3. Develop capacity in co-operatives.
4. Procure uniforms.
5. Set up sustainable model for stock control and replacement.

1 Senior Manager: Uniforms and Protective Clothing (Level 13)

*VACANT*

1 Senior Manager: Customer Care Management (Level 13)

*VACANT*

**54 Posts**

**BRANCH: POLICY IMPLEMENTATION SUPPORT**

PURPOSE: To provide strategic support to Grants Operations, ensure policy implementation and stakeholder collaborations.

### FUNCTIONS:

1. Ensure policy implementation and provide support to Grants Operations.
2. Develop strategies to improve business performance, business systems and service delivery.
3. Manage stakeholder relationships and special projects.

1 Executive Manager: Policy Implementation Support (Level 15)

***MS D.EDUNKERLEY***

**DEPARTMENT: POLICY IMPLEMENTATION & SUPPORT**

*VACANT*

**UNIT: STAKEHOLDER LIAISON AND MAINTENANCE**

*VACANT*

**UNIT: PROJECTIONS, REPORTING AND MONITORING**

***MR T. S. NETSHIFHEFHE***

UNIT: BUSINESS PERFORMANCE IMPROVEMENTS AND SYSTEM MANAGEMENT

P*VACANT*

**UNIT:**

**POLICY IMPLEMENTATION**

*VACANT*

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**3 Posts**

**DEPARTMENT: POLICY IMPLEMENTATION AND SUPPORT**

**PURPOSE:** To provide strategic direction to coordinate policy implementation, manage business process improvements and provide effective and informed grants projections, monitoring and reporting.

**FUNCTIONS:**

1. Analyse policy implications and ensure adequate resources for implementation.
2. Develop and review strategies for continuous service delivery improvement.
3. Develop and implement training programmes for improved service delivery.
4. Manage Internal Reconsiderations and Appeal matters.
5. Analyse and improve business processes.
6. Develop a comprehensive end to end automated business system.
7. Manage all systems used to manage social assistance benefits.
8. Ensure accurate and informed grants projections.
9. Input into monthly, quarterly and annual reports related to grants projection and reporting.
10. Manage and maintain stakeholder relations.
11. Manage special projects.

1 General Manager: Policy Implementation & Support (level 14)

*VACANT*

**UNIT: BUSINESS PERFORMANCE IMPROVEMENT AND SYSTEM MANAGEMENT**

**PURPOSE:** To automate business processes, improve service delivery and manage the systems used for implementation.

**FUNCTIONS:**

1. Design and develop business improvement mechanisms for benefits administration.
2. Define and review service delivery norms and standards.
3. Develop national implementation frameworks and guidelines for business performance improvements.
4. Quality assurance of business process outputs.
5. Manage the business systems used to manage grants administration.
6. Participate in the development of a comprehensive end to end automated business system

**UNIT: PROJECTIONS, REPORTING AND MONITORING**

**PURPOSE:** To provide effective and informed grant projections to inform cash flow and management decisions.

**FUNCTIONS:**

1. Develop and implement accurate grant projections to ensure adequate funds to be transferred to beneficiaries in the in-year and MTEF.
2. Input into monthly IYM, monthly, quarterly and annual expenditure reports to Regions, Department of Social Development and National Treasury.
3. Analyse trends in growth to report on variances and identify areas for improvement.

**UNIT: STAKEHOLDER LIAISON AND MAINTENANCE**

**PURPOSE:** To manage stakeholder relationships and special projects

**FUNCTIONS:**

1. Manage stakeholder liaison and relationship maintenance.
2. Manage special business projects.
3. Provide support to Policy Implementation

**UNIT: POLICY IMPLEMENTATION**

**PURPOSE:** To provide strategic guidance and coordinate policy implementation.

**FUNCTIONS:**

1. Analyse and update existing policies, guidelines and training material for Operations.
2. Develop and implement training programmes.
3. Monitor compliance to legislation and guidelines.
4. Liaison with stakeholders for policy reviews.
5. Coordinate and manage internal reconsiderations.
6. Coordinate and manage appeals – submission and implementation of decisions.

1 Senior Manager: Stakeholder Liaison (Level 13)

*VACANT*

1 Senior Manager: Business Improvements & Systems (13)

*VACANT*

1 Senior Manager: Policy Implementation (13)

*VACANT*

1 Senior Manager: Grant Projections, Reporting & Mon (L 13)

***MR T. S. NETSHIFHEFHE***

**BRANCH: STRATEGY & BUSINESS DEVELOPMENT**

**PURPOSE:** To develop research support and provide strategic advice on innovative strategies, programmes and mechanisms to improve social security administration, service delivery and institutional performance.

**FUNCTIONS:**

1. Provide strategic research and programmes on institutional, organisational, administration and service delivery reforms and integration.
2. Provide for economic research and planning on social security policy reforms and its administration and management.
3. Facilitate, manage and develop strategic and operational plans for the Agency.
4. Provide and manage strategic partnerships (national and international) on social security institutions and administration.
5. Provide a monitoring and evaluation function.

1 Executive Manager: Strategy & Business Development (Level 15)

***MS R. RAMOKGOPA***

DEPARTMENT:

SOCIAL SECURITY MONITORING & EVALUATION

***MS P. NAICKER***

DEPARTMENT:

CORPORATE STRATEGIC & OPERATIONAL PLANNING SUPPORT

***MR S. S. ZWANE***

DEPARTMENT:

SOCIAL SECURITY REFORM

***MS C. K. SEFULARO,***

DEPARTMENT:

STRATEGIC PARTNERSHIPS

*VACANT*

**DEPARTMENT: STRATEGIC PARTNERSHIPS**

**PURPOSE:** To establish partnerships with key strategic partners on social security.

**FUNCTIONS:**

1. Investigate, establish and manage strategic partnerships with current key strategic public & private partners.
2. Investigate, establish and manage strategic partnerships with potential key international social security organisations, associations and agencies.
3. Investigate, establish and manage strategic partnerships with new key strategic public and private partners.
4. Develop and review policy frameworks, tools, models and procedural guidelines on strategic and operational partnerships.

1 General Manager: Strategic Partnerships (level 14)

*VACANT*

**UNIT: CURRENT PARTNERSHIPS**

**PURPOSE:** To manage partnerships with current key strategic partners.

**FUNCTIONS:**

1. Investigate the feasibility of maintaining current service delivery partnerships.
2. Ensure that the maintenance of existing partnerships are costed and financed.
3. Manage current partnerships with strategic partners on social security administration.
4. Monitor, evaluate service levels and provide support pertaining to problem resolution regarding social security service delivery and administration with external partnerships.

**UNIT: NEW PUBLIC & PRIVATE PARTNERSHIPS**

**PURPOSE:** To establish and manage partnerships with potential key strategic public and private partners.

**FUNCTIONS:**

1. Develop, review and implement a strategic partnership strategy and policy.
2. Investigate and establish partnerships with key strategic partners on social security administration and service delivery.
3. Ensure that the implementation of new partnerships are costed and financed.
4. Facilitate and manage partnerships with strategic levels of government (e.g. municipalities).
5. Monitor, evaluate and provide a support service pertaining to the implementation of new partnerships.
6. Establish and manage partnerships with potential key international and social security agencies.

1 Senior Manager: Current Partnerships (Level 13)

***MR J. TSALAMANDRIS,***

1 Senior Manager: New Public &Private Partnerships (level 13)

*VACANT*

DEPARTMENT: SOCIAL SECURITY REFORM

**PURPOSE:** To conduct research on service delivery in order to develop a reformed social security.

**FUNCTIONS:**

1. Review, analyse and research organisational, institutional, administration models of social security.
2. Design, implement and manage the integration of organisational and business programmes and processes.
3. Develop micro and simulation models for social security policies and administration.
4. Develop strategies, policies and programmes or economic, administration and financial aspects of the social security programmes aligned to the macro economic and fiscal policies.

1 General Manager: Social Security Reform (level 14)

***MS C. K. SEFULARO,***

**UNIT: ORGANISATIONAL INTEGRATION**

**PURPOSE:** Design, implement and manage the integration of organisational and business programmes and processes.

**FUNCTIONS:**

1. Ensure that organisational integration and business are integrated and standardised.
2. Develop norms and standards on organisational practises and performances.
3. Monitor and review of organisational and business process integration.
4. Facilitate the design and implementation of a new service administrative system.

**UNIT: FINANCE & ECONOMICS**

**PURPOSE:** To develop strategies, policies and programmes or economic, administration and financial aspects of the social security programmes aligned to the macro economic and fiscal policies.

**FUNCTIONS:**

1. Support and develop MTSF and MTEF on the appropriate social security policies, programmes and plans.
2. Cost-benefit analysis of the social security administration and institutional reforms.
3. Ensure costing of financial feasibility and viability of social security projects and programmes.
4. Manage and coordinate interdepartmental mechanisms and processes on security administration & policies.

**UNIT: SOCIAL SECURITY STRATEGIC RESEARCH**

**PURPOSE:** Review, analyse and research organisational, institutional, administration models of social security.

**FUNCTIONS:**

1. Conduct strategic research on institutional, organisational and service delivery, administration reforms.
2. Conduct research on existing social security systems, processes and structures.
3. Conduct research on social security policy.
4. Communicate research findings for decision making.

**UNIT: MODELLING & SIMULATION**

**PURPOSE:** To develop micro and simulation models for social security policies and its administration.

**FUNCTIONS:**

1. Design, implement and update micro/macro simulation models for social security.
2. Render policy advice through simulation and modelling.
3. Provide social security service delivery and administration.
4. Develop, coordinates, evaluate costing model for policies and legislation.
5. Supports the costing of different projects, programmes and policies on social security service delivery, administration and management.
6. Facilitate and supports the costing of organisational policies and programmes.
7. Develop and monitor policy framework and procedural guidelines for legislation and policy costing

1 Senior Manager: Business Integration (level 13)

*VACANT*

1 Senior Manager: Strategic Research (level 13)

*VACANT*

1 Senior Manager: Modelling & Simulation (level 13)

*VACANT*

1 Senior Manager: Finance & Costing (level 13)

*VACANT*

**DEPARTMENT: CORPORATE STRATEGIC & OPERATIONAL PLANNING SUPPORT**

**PURPOSE:** To facilitate, manage and develop strategic and operational plans for the Agency.

**FUNCTIONS:**

1. Facilitate and co-ordinate the organisation’s strategic plan.
2. Coordinate and facilitate the operational plans of the Branches and Regions.
3. Develop a policy framework, model, tools and procedural guidelines for strategic and operational planning.
4. Facilitate the design and drafting of the Annual Report (National and Regional).

1 General Manager: Strategic & Operational Planning Support (level 14)

***MR S. S. ZWANE***

**UNIT: OPERATIONAL PLANNING SUPPORT & REVIEW**

**PURPOSE:** Coordinate, facilitate and monitor the operational plans across the Agency.

**FUNCTIONS:**

1. Facilitate operational planning and ensure alignment with strategic plan.
2. Integrate operational planning of the different Branches and Regions.
3. Review achievements against strategic and operational objectives.

**UNIT: STRATEGIC PLANNING SUPPORT & REVIEW**

**PURPOSE:** Coordinate, facilitate and monitor strategic planning across the Agency.

**FUNCTIONS:**

1. Facilitate, coordinate and support strategic planning in the Agency.
2. Integrate the strategic planning of the different components in the Agency.
3. Review achievements against strategic objectives and priorities.

1 Senior Manager: Operational Planning (Level 13)

*VACANT*

1 Senior Manager: Strategic Planning (level 13)

***MS M.A BALOYI***

**16 Posts**

DEPARTMENT: SOCIAL SECURITY MONITORING AND EVALUATION

**PURPOSE:** To develop sound processes for monitoring and evaluation to inform policy, decision-making, accountability and learning.

**FUNCTIONS:**

1. Facilitate strategic monitoring support.
2. Monitor, assess and analyse overall performance of the Agency in terms of mandate and legislation.
3. Monitor, assess and analyse quality of service delivery in the administration of social security.
4. Evaluate the efficiency, effectiveness and appropriateness of social security programmes.
5. Develop a policy framework, model, tools and procedural guidelines for monitoring and evaluation.
6. Facilitate the design and drafting of the Annual Monitoring and Evaluation Report (Institutional and Service Delivery Performance).

1 General Manager: Monitoring & Evaluation (level 14)

***MS P. NAICKER***

**UNIT: INSTITUTIONAL MONITORING**

**PURPOSE:** To monitor, assess and analyse overall performance of the Agency in terms of mandate and legislation.

**FUNCTIONS:**

1. Assess and review organisational structures and mechanisms.
2. Assess alignment between inputs, outputs, outcomes, targets and KPA-Strategic and Operational Plans.
3. Monitor institutional, organisational and administrative reforms.
4. Undertake organisational capacity surveys.

**UNIT: SERVICE DELIVERY MONITORING**

**PURPOSE:** To monitor, assess and analyse quality of service in the administration of social security.

**FUNCTIONS:**

1. Undertake diagnostic studies.
2. Monitor quality of service provision at pay & service points wrt standards and principles.
3. Assess overall satisfaction levels of beneficiaries on services rendered.
4. Monitor and evaluate service delivery reforms including payment service.

**UNIT: SOCIAL SECURITY ASSESSMENTS, REVIEWS & EVALUATIONS**

**PURPOSE:** To evaluate the efficiency, effectiveness and appropriateness of social security programmes.

**FUNCTIONS:**

1. Develop and manage an evaluation system.
2. Undertake and coordinate all evaluation studies.
3. Disseminate evaluation findings and maintain a feedback loop to policy decision making process.
4. Determine best practise models and coordinate partnership evaluation studies.

**UNIT: STRATEGIC MONITORING SUPPORT**

**PURPOSE:** To provide strategic monitoring support to the Agency and stakeholders.

**FUNCTIONS:**

1. Develop, manage & update consolidated matrix of indicators, including dashboard.
2. Collect, collate, analyse, clean and maintain data storage system for monitoring and evaluation.
3. Manage and maintain a centralised & integrated monitoring and evaluation information system.
4. Coordinate the production & dissemination of all monitoring and evaluation reports including statistical reports.

1Senior Manager: Strategic Monitoring (Level 13

*VACANT*

1Senior Manager: Service Delivery Monitoring (Level 13)

***MS A. AODHIAMBO***

1Senior Manager: Institutional Monitoring (Level 13)

*VACANT*

1Senior Manager: Social Security Evaluations (Level 13)

*VACANT*