



# **BITOU LOCAL MUNICIPALITY**

*Bitou Municipality is inviting applications for the following vacancy from suitably qualified professionals. Preference will be given to residents of Green Valley before considering candidates from outside.*

**POSITION:** COMMUNITY LIAISON OFFICER (Green Valley)  
**DIRECTORATE:** CORPORATE SERVICES  
**DIVISION:** CORPORATE COMMUNICATIONS, INTERGOVERNMENTAL RELATIONS & PUBLIC PARTICIPATION  
**SECTION:** PUBLIC PARTICIPATION  
**BASIC SALARY:** R 240 604,94 – R 312 309,09 (T9) Per Annum + MUNICIPAL BENEFITS  
**REFERENCE:** NOTICE: 279 of 2024

**QUALIFICATIONS AND EXPERIENCE:** • Grade 12 • 2 – 5 Years' relevant experience.

**REQUIREMENTS AND SKILLS** • Computer literacy in MS Office Applications with advanced MS Word & Excel • Proficiency in at least 2 of the official languages of the Western Cape (read, write and speak) • Excellent organizational and administrative skills • Excellent analytic and problem solving ability • High level of integrity, responsibility and confidentiality • Have ability to give attention to detail and be able to work under pressure • Report writing • Public Relations Skills • Ability to deal with conflict situations. • Excellent Negotiation skills.

**FUNCTIONS & RESPONSIBILITIES:** • Identifying those sectors within the wards that need or require assistance to ensure their effectiveness • Ensuring that sector/interest groups/geographical areas hold report back meetings • Scheduling of formal and special ward committee meetings and informing all relevant stakeholder • Making all logistical and administrative arrangements for Ward Committee meetings • Drawing up agendas for community meeting • Disseminating agendas and other notices to ward committee members • Establishing and recording the nature and/ or urgency of the query/ complaint • Interacting with relevant departments on queries/ problems and/ or accessing/ retrieving details of the application, to support departmental support specific outcomes response/ feedback • Liaising with colleagues in Housing department • Assisting with administrative and logistical support to the Disaster Management • Hall bookings • Monitoring of interns and casuals • Verifying the accuracy of data • Accessing specific dialog/ menu capabilities on the system and moving or merging data from fields to create reports based on information requirements • Extracting and submitting reports from the system to users for perusal, analysis and comment.

## **COMPETENCIES REQUIRED**

### **CORE PROFESSIONAL COMPETENCIES**

- **Written Communication:** The ability to communicate in written as appropriate to specific audiences
- **Oral Communication:** The ability to articulate a message in an understandable and convincing manner
- **Attention to Detail:** Ability to scrutinize own work and that of others to ensure accuracy and compliance with the relevant municipal standards
- **Influencing:** The ability to interact with others and influence them to adopt the best alternative from a range of options
- **Problem Solving:** The ability to identify potential problem areas to break the problem into component parts, generates potential solutions, select an option
- **Organisational Awareness:** The ability to understand the Municipality's objectives, and the impact of decisions on the community and the functioning of the department
- **Planning & Organising:** The ability to plan activities within specific timeframes and then to execute these activities according to plan
- **Ethics & Professionalism:** The ability to identify and deal with ethical issues and conflicts of interest

### **FUNCTIONAL COMPETENCIES**

- **Business Processes:** Ability to engage with systems or component processes and make continuous improvements.
- **Use of Technology:** The ability to utilize technology in the workplace to optimize functioning of the Municipality.
- **Data Processing & Analysis:** Ability to process data and bring out about improvements in the way in which it is processed.

### **PUBLIC SERVICE ORIENTATION COMPETENCIES**

- **Interpersonal Relationships:** The ability to establish and maintain productive relationships with people within and outside of the Municipality.
- **Communication:** The capacity to listen attentively, grasp issues, present information in a clear manner and respond appropriately to verbal and written communication of others.
- **Service Delivery Orientation:** The ability to explore and implement new ways of delivering services that contribute to the improvement of municipal processes in order to achieve municipal goal.
- **Client Orientation and Customer Focus:** Understands the service needs of a client/customer (internal or external) and actively focusses on anticipating, meeting and exceeding the needs in a timely and appropriate manner.

## **PERSONAL COMPETENCIES**

- **Action Orientation:** The display of high work ethic in setting and achieving challenging goals, meeting deadlines and keeping promises. It manifests itself in one's ability to stay focused on task, to be energetic, persistent and reliable.
- **Resilience:** The ability to respond constructively to pressure/stress situations and the ability to persist with goals despite obstacles and setbacks.
- **Change Readiness:** The ability to innovate and challenging the status quo and the ability to cope with change driven by others
- **Cognitive ability:** The ability to gather information, analyses issues and deal with complexity and ambiguity. Shows long-term thinking, follows through in a logical manner, aware of consequences and implications. Is able to see the 'Bigger Picture'.
- **Learning Orientation:** The willingness and motivation to learn, acquire knowledge, develop insight and focus on continuous self-improvement.

## **MANAGEMENT / LEADERSHIP COMPETENCIES**

- **Impact and Influence:** The ability to inspire a positive attitude in others and be able to influence others effectively.
- **Team Orientation:** The capacity to promote a cooperative climate, understand group dynamics and apply appropriate facilitation techniques in working with others to achieve a shared goal.
- **Client Orientation and Customer Focus:** Understands the service needs of a client/customer (internal or external) and actively focuses on anticipating, meeting and exceeding the needs in a timely and appropriate manner.
- **Direction Setting:** The ability to create a clear sense of common purpose and vision for others with a view to obtaining buy-in and commitment to the goals.

*Work related enquiries can be directed in writing to the Public Participation Officer: NS Mtshamba, at e-mail: [nmtshamba@plett.gov.za](mailto:nmtshamba@plett.gov.za) or tel: 044 501 3455.*

*For general enquiries contact Ms. L Clark or Mr J Abroue on telephone no: 044 501 3509.*

Candidates must be willing to be subjected to an interview and competency assessment and must be aware that previous employers and references will be contacted and their qualifications, credit and criminal record will be verified. The candidates will be required to disclose all Financial Interests.

Application forms are available on the Bitou website ([www.bitou.gov.za](http://www.bitou.gov.za)). A comprehensive CV, original certified copies of Identification documents, qualifications, and driver's license must accompany the application form and must be posted /hand delivered to the Human Resources Section, Bitou Municipality, Private Bag X1002; Plettenberg Bay; 6600.

Bitou Municipality is an equal opportunity employer. Candidates from the designated groups, including those with disabilities, are encouraged to apply.

### **Please Note:**

1. **ONLY** hard-copy applications will be considered. **No** electronic or faxed applications will be accepted.
2. **No late applications will be considered.** Canvassing of Councilors with the purpose of being appointed is not permitted and proof of such canvassing shall lead to disqualification.
3. Submit separate applications when applying for multiple posts and quote reference number.
4. **Preference will be given to local residents before considering candidates outside the Bitou Municipal Area**

If you receive no feedback from us within 12 weeks after the closing date, please accept that your application was unsuccessful. **Bitou Municipality reserves the right not to make any appointment and to re-advertise before a shortlist is compiled.**

**R. R LINKS (PhD)**

**ACTING MUNICIPAL MANAGER**

**CLOSING DATE: 5 September 2024 @ 14:00**