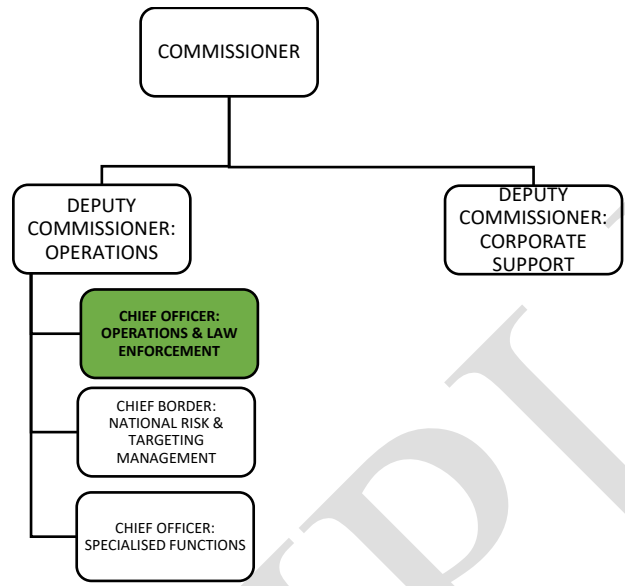


Job Profile

PROFILE INFORMATION		
JOB TITLE	CHIEF OFFICER: OPERATIONS & LAW ENFORCEMENT	
JOB CLUSTER	Executive Management	
PROVINCE/DIVISION	Operations & Law Enforcement	
LOCATION	Head Office	
MANAGER/SUPERVISOR	Commissioner	
SUPERVISION	Executive Manager: Regional Commander (Northern Region) Executive Manager: Regional Commander (Eastern Region) Executive Manager: Regional Commander (Southern Region) Executive Manager: Regional Commander (Central Region) Executive Manager: Special Response	
PEER RELATIONSHIPS		
LIAISON	INTERNAL	Business Units, Communications, Transformation, Finance, Internal Audit, Risk Management, Legal & Compliance, Council
	EXTERNAL	Service Providers, CCMA, Legal Attorneys

PURPOSE STATEMENT
To provide for intelligence-led risk driven management, command and control of the Ports of Entry.

ORGANOGRAM



DESCRIPTION

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Border Law Enforcement	<ul style="list-style-type: none"> Manage compliance and enforcement provisions of the BMA Act: Oversee intelligence-led risk driven Border Law Enforcement frontline operations within the Border Law Enforcement Area and at Ports of Entry which include to: <ol style="list-style-type: none"> Facilitate and manage the legitimate movement of goods within the Border Law Enforcement Area and at Ports of Entry: Facilitate and manage the legitimate movement of persons within the Border Law Enforcement Area and at Ports of Entry: Oversee Border Law Enforcement Area surveillance and patrolling for the Border Guard 		<ul style="list-style-type: none">

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> • Manage the powers relating to vessels within the Maritime Border Law Enforcement Area • Coordinate and cooperate with other organs of state, border communities or any other persons in the protection of South Africa's Border Law Enforcement Area and Ports of Entry • Manage the planning, execution and review of actionable intelligence led, risk driven field and special operations within the Border Law Enforcement Area and at Ports of Entry • Oversee the facilitation of revenue collection within the Border Law Enforcement Area and at Ports of Entry; and • Manage and oversee the support functions for the Border Guard. These include Human Capital. Finance and ICT. 		
Border Guard Control	<ul style="list-style-type: none"> • Develop and implement an Arming Strategy for the Border Guard • Oversee the powers of entry, search, seizure, arrest and detention within the Border Law Enforcement Area and at Ports of Entry for the Border Guards: • Oversee routine searches and seizures for the Border Guard: • Manage the facilitation of training for the Border Guard 	20%	
Stakeholder Relations Management	<ul style="list-style-type: none"> • Ensure the development and effective stakeholder relations management with both local and international communities in support of national objectives and Operations and Law Enforcement priorities. • Build and maintain effective internal and external stakeholder relationships for the 	5%	

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPI's)
	<p>purpose of expectations management, knowledge sharing and integration.</p> <ul style="list-style-type: none"> • Lead the identification and mitigation of internal systems and procedural barriers to enhance excellent customer service. • Represent and participate in the BMA's committees and tasks teams as member of the executive team. • Lead the implementation of timeous communication on progress and challenges in achieving the strategic and tactical work plans to impacted stakeholders. • Take the lead in industry related forums, conferences and workshops to gain industry insight for the purpose of business improvement, and position the BMA as a preferred health care insurance provider. 		
<p>Governance, Compliance and Risk Management</p>	<ul style="list-style-type: none"> • Lead the conceptualising of the unit's risk register. • Ensure the mitigation of the business units' risk profile through the application of fraud controls and risk prevention principles and implementing of sound governance and compliance processes and tools to identify and manage risks. • Lead the coordination and maintenance of quality risk management in line with the relevant requirements. • Monitor changes in the regulatory environment and ensure that appropriate operational controls are implemented to address new requirements. • Lead and ensure effective support in the provision of evidence to all internal and external audit requirements. 	<p>5%</p>	<ul style="list-style-type: none"> • Strategic Risk Register • Approved Policies and Procedures • Audit Reports

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> • Lead and drive the maintenance and enforcement of all Operations Service Level Agreements to minimise business risk and ensure business continuity. • Ensure adherence in the Operations team to all relevant laws, policies and Standard Operating Procedures throughout the organisation. 		
Financial Management	<ul style="list-style-type: none"> • Lead and drive the planning and compilation of the Operations business unit's annual budget and capital requests aligned to the tactical delivery plans to support the implementation of set objectives. • Lead and ensure the effective implementation, management, and monitoring of the Operations financial resources and mitigate and report on any variances. • Lead the deployment and enforcement of proper financial controls to manage the departmental budget, and ensure that the Operations business unit maintain full and proper oversight of its financial resources. • Verify and approve Operations related payments based on the Delegation of Authority. 	5%	<ul style="list-style-type: none"> • Annual Operational Budget • Variance Report • Budget Compliance Report • Variance Report approved budget
People Management	<ul style="list-style-type: none"> • Build and lead an effective and cohesive team through the effective management of departmental resources. • Lead the implementation of talent acquisition, succession planning, development, and retention strategies for the department. • Lead the enhancement of relevant knowledge and skills through continuous 	5%	<ul style="list-style-type: none"> • All staff members have revised up to date job description • Provincial Succession Plan • % Succession Plans

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	coaching, mentoring and nurturing of departmental talent. <ul style="list-style-type: none"> • Lead and drive a high performance culture by translating and communicating the annual performance goals and measures based on agreed upon objectives. • Drive a working environment that augments employee engagement, recognition and productivity. • Lead and drive the management of poor performance and disciplinary matters in line with the BMA's policies and procedures. 		<ul style="list-style-type: none"> • Performance contracts and reviews • Employee Culture Survey • Audit Report

CAREER PATH

Chief Officer: National Risk & Targeting Management	Deputy Commissioner: Operations	Commissioner
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MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE

Minimum Qualifications	<ul style="list-style-type: none"> • Honours degree qualification in Social Science / Law or related qualification at NQF level 9 as recognized by SAQA. • Master's degree (NQF 9) would be an advantage.
Minimum Experience	<ul style="list-style-type: none"> • Minimum of 5 years' experience at senior managerial level, and minimum of 8 years' experience in border law enforcement or related environment.

<p>Knowledge</p>	<ul style="list-style-type: none"> • South African Constitution. • BMA Act 2020 • Immigration Act 2002 (Act No. 13 of 2002) • Public Service Regulatory Framework. • Public Finance Management Act. • Understanding of legislation and prescripts applicable in the corporate environment. • National Treasury Regulations. • National Treasury Public Sector Risk Management Framework. • Understanding of corporate governance best practice e.g. COSO Framework, ISO International Standard, King Report on Corporate Governance, and Ethics Frameworks. • Understanding of the Public Sector Integrity Management Framework. Building strategic working relations. • Ability to build strategic working relations.
<p>Professional registration or license requirements</p>	<ul style="list-style-type: none"> • None
<p>Other requirements</p>	<ul style="list-style-type: none"> • Flexibility in working hours will be required to meet demands of the role. • May be required to work overtime. • Valid driver's License

<p style="text-align: center;">COMPETENCIES</p>		
<p style="text-align: center;">VALUES</p>	<p style="text-align: center;">FUNCTIONAL</p>	<p style="text-align: center;">BEHAVIOURAL ATTRIBUTES (ENABLING)</p>
<ul style="list-style-type: none"> • Excellence • Integrity • Innovation • Patriotism • Professionalism • Teamwork and Collaboration • Vigilance 	<ul style="list-style-type: none"> • Administration Process, Practices and Procedures • Applicable Legislation Governing BMA Policies and Procedures • Facilitation • Budgeting & Financial Management • Communication (Verbal and Written) • Conflict Management • Contract and Procurement Management • Digital Analytics 	<ul style="list-style-type: none"> • Analytical • Change, Adaptability & Flexibility • Client Orientation and Customer Focus • Critical Thinking • Conceptual Thinking • Decision Making & Problem Solving • Diversity • Empathy • Initiative/ Perseverance • Interpersonal Relations • Personal Leadership • Persuasion and Influencing

	<ul style="list-style-type: none"> • Digital and Technology Literacy • Risk Management • Facilities Management • Human Resources Management • Information Management • Interrogation • Knowledge Management • Regulatory and Legal Compliance • Research and Analysis • People Management • Policy Development • Public Speaking and Presentation • Process Management • Project and Programme Management • Specialized Subject Matter Expertise and Knowledge • Strategic Thinking • Technology Management 	<ul style="list-style-type: none"> • Planning & Organising • Reasoning Ability • Resilience • Self-Control • Self Motivated • Self Confidence • Quality and Detail Orientation
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SYSTEM SKILLS	
Title	Level
Microsoft Office Suite	Intermediate