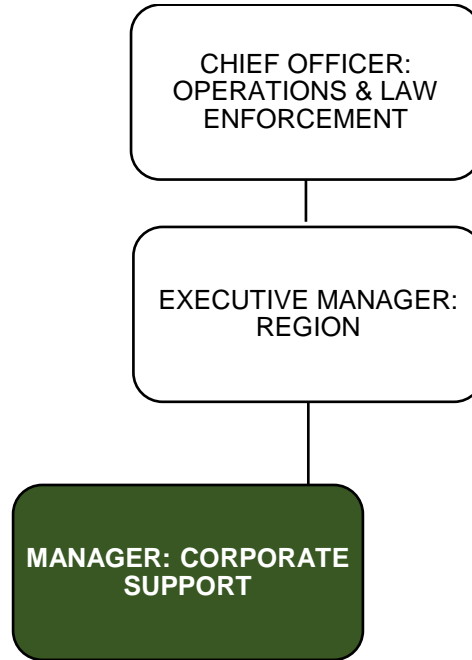


## Job Profile

PROFILE INFORMATION		
<b>JOB TITLE</b>	<b>MANAGER: CORPORATE SUPPORT</b>	
<b>JOB CLUSTER AND RANK</b>	Management (Commandant)	
<b>PROVINCE/DIVISION</b>	<b>Region: Corporate Support</b>	
<b>LOCATION</b>	Region Office	
<b>MANAGER/SUPERVISOR</b>	Executive Manager: Region	
<b>SUPERVISION</b>	Financial Accountant ICT Officer Asset and Fleet Management HR Business Partner Facilities Management Officer Communications & Stakeholder Officer Facilities Management Assistants Drivers	
<b>PEER RELATIONSHIPS</b>	Other Managers	
<b>LIAISON</b>	<b>INTERNAL</b>	All Business Units, Employees
	<b>EXTERNAL</b>	Service Providers, various organs of state, industry partners

PURPOSE STATEMENT	
Oversee, direct and provide strategic leadership, advisory and support service to the BMA with regards to corporate services	

## ORGANOGRAM



## DESCRIPTION

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
<b>Strategic Management</b>	<ul style="list-style-type: none"> <li>• Assist and provide inputs in the development of the Annual Performance Plan and operational Plans and ensuring progress against the approved annual targets.</li> <li>• Reports on the achievement on the border law enforcement objectives.</li> <li>• Provides reasons for non-achievement of the Annual Performance Plan targets.</li> <li>• Compile monthly and quarterly reports.</li> </ul>	<b>10%</b>	<ul style="list-style-type: none"> <li>• Strategy and Annual Operational Plan</li> <li>• Annual Performance Plan targets</li> <li>• Monthly Quarterly Reports</li> </ul>
<b>Corporate Support</b>	<ul style="list-style-type: none"> <li>• Ensure that the Corporate Image of the BMA is maintained and protected.</li> <li>• Oversee Administration and Facilities Management and liaise with key stakeholders in managing key infrastructure projects.</li> </ul>	<b>40%</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> <li>• Recommend priorities and general strategies for facilities management and provide planning and oversight of capital improvement projects.</li> <li>• Drive the provision of effective Human Resources and administration services.</li> <li>• Oversee and facilitate Human Capital strategy, organisational effectiveness and wellness initiatives for the BMA Regions.</li> <li>• Drive the provision of integrated Human Capital Development initiatives aimed at enhancing individual and organisational performance</li> <li>• Oversee and facilitate the provision of ICT services.</li> <li>• Oversee the provision of office support and maintenance services.</li> <li>• Oversee the management of assets and fleet in the regions.</li> <li>• Monitor the provision of security management services</li> </ul>		
<p style="text-align: center;"><b>Stakeholder Management and Relations</b></p>	<ul style="list-style-type: none"> <li>• Ensure the development and effective stakeholder relations management with both local and international communities in support of national objectives and regional priorities.</li> <li>• Build and maintain relationships with all BMA business units for the purposes of expectations management and knowledge sharing.</li> <li>• Facilitate stakeholder relationships within the border control environment.</li> <li>• Represent and participate in the BMA's committees and tasks teams.</li> <li>• Attend industry related forums, conferences and workshops to gain industry insight for the purpose of business improvement.</li> </ul>	<b>10%</b>	<ul style="list-style-type: none"> <li>• Stakeholder Engagement Survey</li> </ul>
<p style="text-align: center;"><b>Governance, Risk and Compliance</b></p>	<ul style="list-style-type: none"> <li>• Prepare and present reports for submission to stakeholders.</li> <li>• 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.</li> </ul>	<b>10%</b>	<ul style="list-style-type: none"> <li>• Timeous submission of reports</li> <li>• Strategic Risk Register</li> <li>• Approved Policies and Procedures</li> </ul>



Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> <li>• Ensure effective support in the provision of evidence to all internal and external audit requirements.</li> <li>• Ensure adherence in the team to all relevant laws, policies and Standard Operating Procedures throughout the organisation.</li> <li>• Advocate an ethical culture within the BMA.</li> <li>• Enforce counter corruption framework and systems.</li> </ul>		<ul style="list-style-type: none"> <li>• Audit Reports</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Provide input in the planning and compilation of the business unit's annual budget aligned to the operational plans to support the implementation of set objectives.</li> <li>• Ensure the effective implementation, management, monitoring of the business unit's budget, and mitigate and report on any variances.</li> <li>• Monitoring financial control, budget management and the procurement process to ensure compliance with the legislation e.g. (PFMA, PPFA, and BBBEE).</li> <li>• Ensure the deployment of proper financial controls to manage the business unit budget.</li> <li>• Report on and communicate any costs improvements and shortfalls.</li> </ul>	<b>10%</b>	<ul style="list-style-type: none"> <li>• Annual Operational Budget</li> <li>• Variance Report</li> <li>• Budget Compliance Report</li> </ul>
<b>People Management</b>	<ul style="list-style-type: none"> <li>• Build and lead an effective and cohesive team through the effective management of divisional resources.</li> <li>• Drive the implementation of talent acquisition, succession planning, development, and retention strategies for the division.</li> <li>• Ensure the enhancement of relevant knowledge and skills through continuous coaching, mentoring and nurturing of talent in the business unit.</li> <li>• Create a high-performance culture and manage team performance effectively by translating and communicating the annual performance goals and measures into</li> </ul>	<b>10%</b>	<ul style="list-style-type: none"> <li>• All employees have revised up to date job profiles</li> <li>• Talent Management Plan</li> <li>• Timeous submission of performance agreements and reviews</li> <li>• % of staff in all training &amp; development interventions</li> <li>• Employee Engagement Surveys</li> <li>• Timeous Resolution of disciplinary and Grievance procedures</li> </ul>



Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	individual work plans based on agreed upon objectives. <ul style="list-style-type: none"> <li>• Ensure the working environment contributes to improving employee engagement, recognition and increased productivity.</li> <li>• Ensure the management of poor performance and disciplinary matters in line with the BMA's policies and procedures.</li> </ul>		

CAREER PATH		
Manager: Corporate Support	Executive Manager: Region	Chief Officer: Operations & Law Enforcement

MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE	
Minimum Qualifications	<ul style="list-style-type: none"> <li>• An undergraduate qualification in Social Sciences Business Administration/Human Resources Management at NQF level 7 as recognized by SAQA.</li> </ul>
Minimum Experience	<ul style="list-style-type: none"> <li>• Minimum of 5 years' experience at managerial level, and minimum of 5 years' experience WITHIN Corporate Support or related environment.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of the South African Constitution.</li> <li>• Knowledge of the Border Management Authority Act.</li> <li>• Knowledge and experience in the application of legislation that impact on Corporate Services functions such as Labour Relations Act, Basic Conditions of Employment Act and Occupational Health and Safety Act.</li> <li>• Knowledge and experience of Stakeholder relationship management.</li> <li>• Knowledge of Strategy development, Planning and Monitoring and Evaluation.</li> <li>• Knowledge and experience in Corporate Support Services Knowledge of applicable human resource legislature.</li> </ul>
Professional registration or license requirements	<ul style="list-style-type: none"> <li>• None</li> </ul>
Other requirements	<ul style="list-style-type: none"> <li>• Flexibility in working hours will be required to meet demands of the role.</li> <li>• Willingness to travel</li> <li>• Valid driver's license</li> </ul>

COMPETENCIES		
VALUES	FUNCTIONAL	BEHAVIOURAL ATTRIBUTES (ENABLING)
<ul style="list-style-type: none"> <li>• Excellence</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic Planning</li> </ul>	

## COMPETENCIES

<ul style="list-style-type: none"> <li>• Integrity</li> <li>• Innovation</li> <li>• Patriotism</li> <li>• Professionalism</li> <li>• Teamwork and Collaboration</li> <li>• Vigilance</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder Management and Relations</li> <li>• Human Resource Management</li> <li>• Labour Relations</li> <li>• Financial Management</li> <li>• Communication (Verbal and Written)</li> <li>• Report Writing</li> <li>• Change Management</li> <li>• Conflict Management</li> <li>• Risk Management</li> <li>• People Management</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and organising</li> <li>• Emotional Intelligence</li> <li>• Decision Making &amp; Problem Solving</li> <li>• Ability to work under pressure</li> <li>• Interpersonal Relations</li> <li>• Team Leadership</li> <li>• Persuasion and Influencing</li> <li>• Attention to Detail</li> <li>• Adaptability</li> </ul>
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