

BA-PHALABORWA MUNICIPALITY



PERFORMANCE AGREEMENT 2024/2025

HLONGWANE TW

SENIOR MANAGER: COMMUNITY AND SOCIAL SERVICES

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

PERFORMANCE AGREEMENT

MADE AND ENTERED INTO BY AND BETWEEN:

THE BA-PHALABORWA MUNICIPALITY

AS REPRESENTED BY THE MUNICIPAL MANAGER

DR KKL PILUSA

(herein and after referred to as the Employer)

AND

SENIOR MANAGER: COMMUNITY AND SOCIAL SERVICES

HLONGWANE TW

(herein and after referred to as the Employee)

FOR THE

FINANCIAL YEAR:

01 JULY 2024 – 30 JUNE 2025

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

INTRODUCTION

1.1 The Employer has entered into a contract of employment with the Employee in terms of section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act"). The Employer and the Employee are hereinafter referred to as "the Parties";

1.2 Section 57(1)(b) of the Systems Act, read with the Contract of Employment concluded between the parties, requires the parties to conclude an annual performance agreement;

1.3 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Employee to a set of outcomes that will secure local government policy goals;

1.4 The Parties wish to ensure that there is compliance with Sections 57 (4A), 57 (4B) and 57 (5) of the Systems Act;

1.5 In this Agreement, the following terms will have the meaning ascribed thereto:

- 1.5.1 "this Agreement" – means the performance Agreement between the Employer and the Employee and the Annexures thereto;
- 1.5.2 "the Executive Committee" – means the Executive Committee of council constituted in terms of the Structures Act (Local Government: Municipal Structures Act 117 of 1998) as represented by its chairperson, the Mayor;
- 1.5.3 "the Employee" means the **Senior Manager: Community and Social Services** appointed in terms of Section 56 of the Systems Act;
- 1.5.4 "the Employer" = means Ba-Phalaborwa Municipality; and
- 1.5.5 "the parties" means the Employer and the Employee.

1. PURPOSE OF THIS AGREEMENT

The purpose of this Agreement is to:

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

2.1 Comply with the provisions of Section 57(1)(b),(4A),(4B) and (5) of the Act as well as the employment contract entered into between the parties;

2.2 Specify objectives in terms of the key performance indicators and targets defined and agreed with the employee and to communicate to the employer's expectations of the employee's performance and accountabilities in alignment with the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the municipality;

2.3 Specify accountabilities as set out in a Performance Plan, which forms an Annexure to the Performance Agreement;

2.4 Monitor and measure performance against set targeted outputs;

2.5 Use the Performance Agreement as the basis for assessing whether the employee has met the performance expectations applicable to his or her job;

2.6 In the event of outstanding performance, to appropriately reward the employee;

2.7 Give effect to the employer's commitment to a performance-orientated relationship with its employee in attaining equitable and improved service delivery.

2. COMMENCEMENT AND DURATION

3.1 This Agreement will commence on **01 July 2024** and will remain in force until **30 JUNE 2025** thereafter a new Performance Agreement, Performance Plan and Personal Development Plan shall be concluded between the parties for the next financial year or any portion thereof;

3.2 The parties will conclude a new Performance Agreement that replaces this Agreement at least once a year by not later than 31st of July of the succeeding financial year;

3.3 This Agreement will terminate on the termination of the Employee's contract of employment for any reason; and

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

- 3.4 The content of this Agreement may be revised at any time during the above-mentioned period to determine the applicability of the matters agreed upon;
- 3.5 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or Council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised

3. PERFORMANCE OBJECTIVES

- 4.1 The Performance Plan (Annexure A) sets out-
- 4.1.1 The performance objectives, key performance indicators and targets that must be met by the Employee;
- 4.1.2 The time frames within which those performance objectives and targets must be met; and.
- 4.1.3 The core competency requirements (Annexure C – definitions) as the management skills regarded as critical to the position held by the Employee
- 4.2 The performance objectives, key performance indicators and targets reflected in Annexure A are set by the Employer in consultation with the Employee and based on the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the Employer, and shall include:

- 4.2.1 key objectives that describe the main tasks that need to be done;
- 4.2.2 key performance indicators that provide the details of the evidence that must be provided to show that a key objective has been achieved;
- 4.2.3 target dates that describe the time frame in which the targets must be achieved; and
- 4.2.4 weightings showing the relative importance of the key objectives to each other;
- 4.3 The Personal Development Plan (Annexure B) sets out the employee's personal development requirements in line with the objectives and targets of the Employer; and
- 4.4 The Employee's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan.

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

4. PERFORMANCE MANAGEMENT SYSTEM

- 5.1 The Employee agrees to participate in the performance management system that the Employer adopts or introduces for the Employer, management and municipal staff of the Employer;
- 5.2 The Employee accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the Employer, management and municipal staff to perform to the standards required;
- 5.3 The Employer will consult the Employee about the specific performance standards that will be included in the performance management system as applicable to the Employee;
- 5.4 The Employee undertakes to actively focus towards the promotion and implementation of the KPAs (including special projects relevant to the employee's responsibilities) within the local government framework;
- 5.5 The criteria upon which the performance of the Employee shall be assessed shall consist of two components, Operational Performance (in the form of key performance indicators (KPIs) under specific Key Performance Areas (KPAs)) and Core Competency Requirements (CCRs), both of which shall be contained in the Performance Agreement.
- 5.5.1 The Employee must be assessed against both components, with a weighting of 80:20 allocated to the Key Performance Areas (KPAs) and the Core Competency Requirements (CCRs) respectively.
- 5.5.2 Each area of assessment will be weighted and will contribute a specific part to the total score.
- 5.5.3 KPAs covering the main areas of work will account for 80% and CCRs will account for 20% of the final assessment.
- 5.6 The Employee's assessment will be based on his / her performance in terms of the key performance indicator outputs / outcomes identified as per attached Performance Plan

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

(Annexure A), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the Employer and Employee:

Converted to 80%		
6	Good Governance and Public Participation	22%
5	Municipal Transformation and Institutional Development	30%
4	Local Economic Development (LED)	0%
3	Municipal Financial Viability and Management	4%
2	Basic Service Delivery	44%
1	Spatial Rationale	0%
No. KPA	Key Performance Areas	100%

5.7 Manager's responsibilities are also directed in terms of the abovementioned key performance areas. In the case of managers directly accountable to the Municipal Manager, other key performance areas related to the functional area of the relevant manager can be added subject to negotiation between the municipal manager and the relevant manager

5.8 The CCRs will make up the other 20% of the Employee's assessment score. CCRs that are deemed to be most critical for the Employee's specific job should be selected (V) from the list below as agreed to between the Employer and Employee. Three of the CCRs are compulsory for Municipal Managers:

CORE MANAGERIAL COMPETENCIES ¹	V	Z	WEIGHTING	LEVEL ³
Strategic Capability and Leadership			10	
Programme and Project Management			10	
Financial Management	V		5	
Change Management			5	
Knowledge Management			5	

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

ML
KCL

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

- 6.5.1 Assessment of the achievement of results as outlined in the Performance Plan
- 6.5 The Annual performance appraisal will involve:
- 6.4 The Employee's performance will be measured in terms of contributions to the strategic objectives and strategies set out in the Employer's IDP
- 6.3 Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan as well as the actions agreed to and implementation must take place within set time frames;
- 6.2 Despite the establishment of agreed intervals for evaluation, the Employer may in addition review the Employee's performance at any stage while the contract of employment remains in force;
- 6.1.2 The intervals for the evaluation of the Employee's performance;
- 6.1.1 The standards and procedures for evaluating the Employee's performance; and
- 6.1 The Performance Plan (Annexure A) to this Agreement sets out:

5. PERFORMANCE ASSESSMENT

¹As published and defined within the Draft Competency Guidelines,
Government Gazette 23, March 2007

²V Compulsory for municipal manager

³Proficiency level (1, 2 or 3) as stipulated in the Draft Competency Guidelines, Government Gazette 23, March 2007

Converted to 20%			
		TOTAL PERCENTAGE	100%
		Accountability and Ethical Conduct	15
		Communication	10
	V	Client Orientation and Customer Focus	5
		Empowerment	
	V	People Management and	10
		Problem Solving and Analysis	15
		Service Delivery Innovation	10

(a) Each KPA should be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to *ad-hoc* tasks that had to be performed under the KPA

(b) Values are supplied for KPIs and Activities under each KPA as part of the Institutional Assessment. Based on the Target for an activity or KPI, over or under performance are calculated and converted to the 1-5 point scale automatically. These scores are carried over to the applicable employee's performance plan. During assessment, the employee has a chance to submit evidence of performance where a disagreement

(c) The Employee will submit his self-evaluation to the Employer prior to the formal assessment; and
(d) An overall score will be calculated based on the total of the individual scores calculated above.

6.5.2 Assessment of the CCRs:

(a) Each CCR should be assessed according to the extent to which the specified standards have been met

(b) An indicative rating on the five-point scale should be provided for each CCR
(c) This rating should be multiplied by the weighting given to each CCR during the contracting process, to provide a score

(d) An overall score will be calculated based on the total of the individual scores calculated above.

6.5.3 Overall rating

(a) An overall rating is calculated by adding the overall scores as calculated in 6.5.1 (d) and 6.5.2 (d) above; and

(b) Such overall rating represents the outcome of the performance appraisal.

6.6 The assessment of the performance of the Employee will be based on the following rating scale for KPIs and CCRs:

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

ML
KCC

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

6.7 For purpose of evaluating the performance of the Employee for the mid-year and year-end reviews, an evaluation panel constituted of the following persons will be established:

Level	% score	Terminology	Description
5	167	Outstanding Performance	Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance Plan and maintained this in all areas of responsibility throughout the year.
4	133 – 166	Performance significantly above Expectations	Performance is significantly higher than the standard expected in the job. The appraisal indicates that the employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year.
3	100 – 132	Fully Effective	Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.
2	67 – 99	Not fully Effective	Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against more than half the key performances criteria and indicators as specified in the PA and Performance Plan.
1	0 – 66	Unacceptable Performance	Performance does not meet the standard expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.

TKL
TW

The Personal Development Plan (PDP) for addressing developmental gaps is attached as Annexure B. Such Plan may be implemented and/or amended as the case may be after each Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

8. DEVELOPMENTAL REQUIREMENTS

- 7.2 The Employer shall keep a record of the mid-year review and annual assessment meetings;
- 7.3 Performance feedback shall be based on the Employer's assessment of the Employee's performance;
- 7.4 The Employer will be entitled to review and make reasonable changes to the provisions of Annexure "A" from time to time for operational reasons. The Employee will be fully consulted before any such change is made;
- 7.5 The Employer may amend the provisions of Annexure A whenever the performance management system is adopted, implemented and / or amended as the case may be. In that case the Employee will be fully consulted before any such change is made.

Quarter	Review Period	Review to be completed by
1	July – September 2024	October 2024
2	October – December 2024	February 2025
3	January – March 2025	April 2025
4	April – June 2025	August 2025

- 7.1 The performance of the Employee in relation to his performance agreement shall be reviewed on the following dates with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

7. SCHEDULE FOR PERFORMANCE REVIEWS

- 6.7.1 Municipal Manager
- 6.7.2 Chairperson of the Performance Audit Committee (PAC) or the Audit Committee (AC) in the absence of a performance audit committee
- 6.7.3 The Portfolio Councillor as Chairperson and a member of the executive committee (Exco);
- 6.7.4 A Municipal Manager from another municipality; and
- 6.7.5 The manager responsible for human resources of the municipality must provide secretariat services to the evaluation panels.

assessment. In that case, the Employee will be fully consulted before any such change or plan is made.

9. OBLIGATIONS OF THE EMPLOYER

9.1 The Employer shall:

- 9.1.1 Create an enabling environment to facilitate effective performance by the employee;
- 9.1.2 Provide access to skills development and capacity building opportunities;
- 9.1.3 Work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee;
- 9.1.4 On the request of the Employee, delegate such powers reasonably required by the Employee to enable him / her to meet the performance objectives and targets established in terms of this Agreement; and
- 9.1.5 Make available to the Employee such resources as the Employee may reasonably require from time to time assisting him/her to meet the performance objectives and targets established in terms of this Agreement.

10. CONSULTATION

10.1 The Employer agrees to consult the Employee timeously where the exercising of the powers will have amongst others:

10.1.1 A direct effect on the performance of any of the Employee's functions

10.1.2 Commit the Employee to implement or to give effect to a decision made by the Employer

10.1.3 A substantial financial effect on the Employer

10.2 The Employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 10.1 as soon as is practicable to enable the Employee to take any necessary action without delay

11. MANAGEMENT OF EVALUATION OUTCOMES

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

11.1 The evaluation of the Employee's performance will form the basis for rewarding outstanding

performance or correcting unacceptable performance.

11.2 A performance bonus of 5% to 14% of the all-inclusive annual remuneration package may be paid to the Employee in recognition of outstanding performance to be constituted as follows:

11.2.1 A score of 130% to 149% is awarded a performance bonus ranging from 5% to 9%; and

11.2.2 A score of 150% and above is awarded a performance bonus ranging from 10% to 14%.

11.3 In the case of unacceptable performance, the Employer shall:

11.3.1 Provide systematic remedial or developmental support to assist the Employee to improve his or her performance;

11.3.2 After appropriate performance counselling and having provided the necessary

guidance and/ or support as well as reasonable time for improvement in

performance, the Employer may consider steps to terminate the contract of

employment of the Employee on grounds of unfitness or incapacity to carry out his or her duties.

12. DISPUTE RESOLUTION

12.1 In the event that the Employee is dissatisfied with any decision or action of the Employer in terms of this Agreement, or where a dispute or difference arises as to the extent to which the Employee has achieved the performance objectives and targets established in terms of this Agreement, the Employee may within 3 (three) business days, meet with the Employer with a view to resolving the issue. The employer will record the outcome of the meeting in writing;

12.2 If the Parties cannot resolve the issues within 10 (ten) business days, an independent arbitrator, acceptable to both parties, shall be appointed to resolve the matter within 30 (thirty) business days; and

12.3 In the event that the mediation process contemplated above fails, the relevant clause of the Contract of Employment shall apply.

13. GENERAL

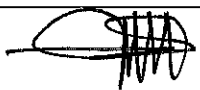
13.1 The contents of this agreement and the outcome of any review conducted in terms of Annexure A may be made available to the public by the Employer;

13.2 Nothing in this agreement diminishes the obligations, duties or accountabilities of the Employee in terms of his/ her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments; and

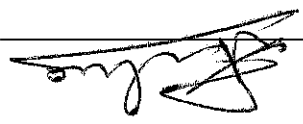
Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

13.3 The performance assessment results of the Municipal Manager must be submitted to the MEC responsible for local government in the relevant province as well as the national minister responsible for local government, within fourteen (14) days after the conclusion of the assessment.

Thus done and signed at Phalaborwa on this the 30th day of July 2024

1. 

SENIOR MANAGER: COMMUNITY AND SOCIAL SERVICES

2. 

MUNICIPAL MANAGER

3. WITNESS

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

Annexure A

PERFORMANCE PLAN

ENTERED INTO BY AND BETWEEN:

BAPHALABORWA MUNICIPALITY

AS REPRESENTED BY THE MUNICIPAL MANAGER

DR KKL PILUSA

["the Employer"]

AND

HLONGWANE TW

SENIOR MANAGER COMMUNITY AND SOCIAL SERVICES

["the Employee"]

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KKL
TW

COMMUNITY AND SOCIAL SERVICES

SENIOR MANAGER COMMUNITY SERVICES SCORECARD 2024 – 2025

VISSION: "Provision of quality services for community well-being and tourism development"

MISSION: "To provide quality infrastructure and affordable services, promote sustainable economic growth, financial viability, sound administration and accountable governance".

VALUES: Efficiency and effectiveness; Accountability; Innovation and creativity; Professionalism and hospitality; Transparency and fairness; Continuous learning; and Conservation conscious.

FUNCTIONAL AREA: COMMUNITY AND SOCIAL SERVICES

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

10/11/24

Quarterly Projections of Service Delivery Targets and Performance Indicators per KPA

KPA: 1

SPATIAL RATIONALE

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

100%

KPA 2:

BASIC SERVICE DELIVERY

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPC
TW

KPA2: Basic Service delivery 55%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
2.1. Waste Removal												
2.1.1	Protect Environment and Community wellbeing	Sustain the Environment	Number of urban Households and businesses with access to basic waste removal services in Phalaborwa, Namokgale, Lulekani and Grovellowe by 30/06/2025	Senior Manager Community and Social Services	12542	13265	OPEX	13265	13265	13265	13265	Collection Schedule & Confirmation of waste collection by Ward Councilors
2.4.2	Protect Environment and Community Well being	Sustain the Environment	Number of rural villages with access to basic waste removal services by 30/06/2025 (Moshishimole & Mokushane)	Senior Manager Community Services	2	2	OPEX	2	2	2	2	Collection Schedule & Confirmation of waste collection by Ward Councilors
2.1.3	Protect Environment and Community wellbeing	Sustain the Environment	Number of indigent Households receiving free basic waste removal service by 30/06/2025	Senior Manager Community Services	334	516	OPEX	516	516	516	516	List of Indigent Households receiving free basic waste removal
2.1.4	Protect Environment and Community wellbeing	Sustain the Environment	R-value and % of waste management services operational budget quarterly spent by 30/06/2025	Senior Manager Community and Social Services	100%	100%	OPEX	25%	50%	75%	100%	Quarterly expenditure Reports on waste management services
2.1.5	Protect Environment and Community wellbeing	Sustain the Environment	Number of reviewed municipal refuse removal services plan developed by 30/06/2025	Senior Manager Community and Social Services	1	1	OPEX	n/a	n/a	n/a	1	Reviewed municipal refuse removal service plan

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA2: Basic Service delivery 55%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
2.2. Waste Management												
2.2.1	Protect Environment and Community Well being	Sustain the Environment	Number of Monthly Maintenance of Phalaborwa landfill site by 30/06/2025	Senior Manager Community Services	4	12	OPEX	3	3	3	3	Monthly maintenance reports as per Service Level Agreement & Landfill site Maintenance Checklists
2.2.2	Protect Environment and Community Well being	Sustain the Environment	Number of landfill site rehabilitated and closed – phalaborwa landfill site (Phase one) by 30/06/2025	Senior Manager Community Services	New	1	OPEX	n/a	n/a	n/a	1	Developed Engineering designs for closure & rehabilitation of Phalaborwa landfill site
2.2.3	Protect Environment and Community Well being	Sustain the Environment	Number of Integrated Waste Management Plan reviewed and approved by council by 30/06/2025	Senior Manager Community Services	New	1	OPEX	n/a	n/a	n/a	1	Reviewed Integrated Waste Management Plan and Council resolution
2.2.4	Protect Environment and Community Well being	Sustain the Environment	Number of environmental advocacy programmes conducted by 30/06/2025	Senior Manager Community Services	New	4	OPEX	1	1	1	1	Quarterly reports on environmental advocacy programmes conducted
2.3. Parks & Commentary Services												
2.3.1	Protect Environment and Community wellbeing	Sustain the Environment	Number of reviewed developed parks, stadiums and open spaces programme by 30/06/2025	Senior Manager Community and Social Services	1	1	OPEX	n/a	n/a	n/a	1	Reviewed maintenance programme
2.3.2	Protect Environment and	Sustain the Environment	Number of parks maintained per month by 30/06/2025	Senior Manager Community Services	9	9	OPEX	9	9	9	9	Monthly Maintenance plan & Maintenance reports with pictures

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA2: Basic Service delivery 55%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
	Community Well being		(Wilderve, Phalaborwa Fourways, Seelane, Buffalo, King Fisher, Impala Park ,Namakgale Entrance, Detryn, Grovelote Park)									
2.3.3	Protect Environment and Community Well being	Sustain the Environment	Number of cemeteries maintained per month by 30/06/2025. (Phalaborwa, Lulekani, Namakgale and Grovelote)	Senior Manager Community Services	4	4	OPEX	4	4	4	4	Monthly Maintenance plan & Maintenance reports with pictures
2.3.4	Protect Environment and Community Well being	Sustain the Environment	R-value and % of maintenance budget quarterly spent on parks and cemetery by 30/06/2025	Senior Manager Community and Social Services	100%	100%	OPEX	25%	50%	75%	100%	Quarterly expenditure Reports on parks and cemetery
2.3.5	Protect Environment and Community Well being	Sustain the Environment	Maintenance of Open Spaces per quarter by 30 /06/2025	Senior Manager Community and Social Services		4	OPEX	1	1	1	1	Maintenance plan and inspection reports
2.4. Library Services												
2.4.1	Social Infrastructure	Integrate social infrastructure and services for sustainability	Number of reviewed municipal libraries development plan by 30/06/2025	Senior Manager Community and Social Services	1	1	OPEX	n/a	n/a	n/a	1	Reviewed municipal libraries development plan
2.4.2	Social Infrastructure	Integrate social infrastructure and services for sustainability	Number of quarterly library services Committee meetings facilitated and secretariat actions	Senior Manager Community and Social Services	4	4	OPEX	1	1	1	1	Minutes/ agenda/ attendance registers

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

10cc
TW

TR
PPL

KPA2: Basic Service delivery 55%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
2.4.2	Social Infrastructure	Integrate social infrastructure and services for sustainability	Number of library service outreach programmes conducted by 30/06/2025	Senior Manager Community and Social Services	4	4	OPEX	1	1	1	1	Invitations/ agenda/ attendance registers/report
2.5. Traffic licensing												
2.5.1	Social Infrastructure	Integrate social infrastructure and services for sustainability	% of Monthly enforcement Plans and Reports (Provision of Traffic Services) by 30/06/2025	Senior Manager Community and Social Services	100%	100%	OPEX	100%	100%	100%	100%	Monthly traffic enforcement plans and reports
2.5.2	Social Infrastructure	Integrate social infrastructure and services for sustainability	Number of Monthly E-NATIS Audit Reports and Payment of Required fees to Limpopo Province (Operation of the Registration Authority) by 30/06/2025	Senior Manager Community and Social Services	12	12	OPEX	3	6	9	12	Monthly E-NATIS Audit Reports and monthly Payment requests to BTO
2.5.3	Social Infrastructure	Integrate social infrastructure and services for sustainability	% of maintaining the "A" Grade Certificate and Inspectorate Audit Reports. (Driver's License Testing) by 30/06/2025	Senior Manager Community and Social Services	100%	100%	OPEX	100%	100%	100%	100%	Inspectorate Audit reports and monthly Drivers and learners Testing Centre reports
2.5.4	Social Infrastructure	Integrate social infrastructure and services for sustainability	% of maintaining of "A" Grade Certificate (Roadworthy Certifying Centre) and Inspectorate	Senior Manager Community and Social Services	100%	100%	OPEX	100%	100%	100%	100%	Inspectorate Audit Reports and monthly reports on the Vehicle Testing Centre

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA2: Basic Service delivery 55%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
			Audit Reports by 30/06/2025									
2.5.5	Social Infrastructure	Integrate social infrastructure and services for sustainability	Number of quarterly Transport Forum meetings held by 30/06/2025	Senior Manager Community and Social Services	4	4		1	1	1	1	Invitations/Attendance register/ Agenda/ Minutes

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA 3:

MUNICIPAL FINANCIAL VIABILITY AND MANAGEMENT

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA3: Municipal Financial Viability and Management 2%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
3.1 Financial Viability												
3.1.1	Governance and administration	Improve financial viability	R-value and % of Budget quarterly spent	Senior Manager Community and Social Services	100%	100%	OPEX	25%	50%	75%	100%	Expenditure report

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

PKL
TW

KPA 4:

LOCAL ECONOMIC DEVELOPMENT

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA 5:

MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA 5: Municipal Transformation and Institutional Development 19%													
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/25	Budget	2024/25 Quarterly Projections				Evidence Required	
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)		
5.1 Organisational Design & Human Resource													
5.1.1	Good governance and administration	Attract, develop and retain best human capital	Number of reviewed departmental Organizational structure by 30/06/2025	Senior Manager Community and Social Services	1	1	OPEX	n/a	n/a	n/a	1	Copy of Reviewed departmental organizational structure	
5.1.2	Good governance and administration	Attract, develop and retain best human capital	Submission of departmental attendance registers by the 1 st of each month	Senior Manager Community and Social Services	By the 1 st of each month	By the 1 st of each month	OPEX	By the 1 st of each month	By the 1 st of each month	By the 1 st of each month	By the 1 st of each month	Dated proof of submission to Corporate Services	
5.1.3	Good governance and administration	Attract, develop and retain best human capital	Submission of overtime before 06 th of each month	Senior Manager Community and Social Services	Before the 06 th of each month	Before the 06 th of each month	OPEX	Before the 06 th of each month	Before the 06 th of each month	Before the 06 th of each month	Before the 06 th of each month	Dated proof of submission	
5.1.4	Good governance and administration	Attract, develop and retain best human capital	Number of monthly Departmental Safety meetings held by 30/06/2025	Senior Manager Community and Social Services	11	11	OPEX	3	5	8	11	Agenda, safety minutes	
5.2 Skills Development													
5.2.1	Good governance and administration	Attract, develop and retain best human capital	Number of Reviewed departmental Skills Development Plan by 30/04/2025	Senior Manager Community and Social Services	1	1	OPEX	n/a	n/a	n/a	1	Copy of reviewed departmental skills plan	
5.3 Performance Management System													
5.3.1	Good governance and administration	Advance good corporate governance	Number of scheduled monthly departmental meetings held 30/06/2025	Senior Manager Community and Social Services	11	11	OPEX	3	5	8	11	Minutes of Departmental meetings and attendance register	

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

TKL TW

KPA 5: Municipal Transformation and Institutional Development 19%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/25	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
5.3.2	Good governance and administration	Advance good corporate governance	Number of scheduled monthly portfolio committee meetings held 30/06/2025	Senior Manager Community and Social Services	11	11	OPEX	3	5	8	11	Minutes of Portfolio meetings and attendance register
5.3.3	Good governance and administration	Advance good corporate governance	Number of Signed performance agreements by 30/07/2024 (one month after the start of each financial year	Senior Manager Community and Social Services	1	1	OPEX	1	n/a	n/a	n/a	Copies of signed Performance Agreement

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA 6:

GOOD GOVERNANCE & PUBLIC PARTICIPATION

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

12/12/2024

KPA 6 : Good governance and Public Participation 14%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter 1 Oct – 31 Dec 24)	3 rd Quarter 1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
6.1. Public Participation & Ward Committees												
6.1.1	Good governance and administration	Enhance stakeholder management	Deadline of submission of responses to Batho Pele report within 7 days of issue to Office of the MM by 30/06/2025	Senior Manager Community and Social Services	Within 7 days of issue of Batho Pele Report	Within 7 days of issue of Batho Pele Report	OPEX	Within 7 days of issue of Batho Pele Report	Within 7 days of issue of Batho Pele Report	Within 7 days of issue of Batho Pele Report	Within 7 days of issue of Batho Pele Report	Dated proof of submission to office of the MM
6.1.2	Good governance and administration	Enhance stakeholder management	Number of quarterly Mayoral imbizo and public participation attended by 30/06/2025	Senior Manager Community and Social Services	4	4	OPEX	1	1	1	1	Attendance register
6.2. Internal Audit												
6.2.1	Good governance and administration	Advance good corporate governance	% implementation of Audit Committee resolutions by 30/06/2025	Senior Manager Community and Social Services	100%	100%	OPEX	100%	100%	100%	100%	Audit committee resolution register
6.2.2	Good governance and administration	Advance good corporate governance	% implementation of Internal Audit recommendations by 30/06/2025	Senior Manager Community and Social Services	75%	75%	OPEX	75%	75%	75%	75%	Internal Audit Follow-up report
6.2.3	Good governance and administration	Good corporate governance and public participation	% of audit queries addressed per quarter (2022/23 Audit Report) by 30/06/2025	Senior Manager Community and Social Services	75%	100%	OPEX	100%	100%	n/a	n/a	Audited AG Action Plan
6.3 Risk Management												

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

KPA 6 : Good governance and Public Participation 14%												
PMS No. & Performance Area	Cluster	IDP Objective	Key Performance Indicator	Responsible Manager	Baseline	Annual Target 30/06/2025	Budget	2024/25 Quarterly Projections				Evidence Required
								1 st Quarter (1 Jul – 30 Sept 24)	2 nd Quarter (1 Oct – 31 Dec 24)	3 rd Quarter (1 Jan – 31 Mar 25)	4 th Quarter (1 Apr – 30 Jun 25)	
6.3.1	Good governance and administration	Good corporate governance and public participation	% on implementation Risk Management action plans per quarter by 30/06/2025	Senior Manager Planning & Development	New	100%	OPEX	25%	50%	75%	100%	Quarterly implementation report

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

100%
M

CAPITAL PROJECTS PER RESPONSIBLE MANAGER

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

Capital Projects 100%										
Responsible Manager	Project Name	Total Capital Budget	Planned Start Date	Planned Completion Date	Ward No.	Quarterly Outputs 2024/25				Evidence required
						1 st Quarter 01 Jul - 30 Sept 2024	2 nd Quarter 01 Oct - 31 Dec 2024	3 rd Quarter 01 Jan – 31 Mar 2025	4 th Quarter 01 Apr – 30 Jun 2025	
Waste Management										
Senior Manager Community Services	Development of Phalaborwa new landfill site Phase1	R5 000 000.00	01 /07 /24	30/06/25	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16	Evaluation, Adjudication,	Appointment of contractor and Handover of the site	Construction	Construction & Close out	Advertisement, Appointment letters, Progress Reports, Completion certificate, Expenditure report
Senior Manager Community Services	Procure a trailer for refuse collection enhancement	R200 000.00	01 /07 /24	30/06/25	All	Advertisement, Appointment	Appointment of the service provider	Requisition Delivery note	Requisition Delivery note	Request for purchase, appointment letter, Payment certificate, Expenditure report and delivery note
Senior Manager Community Services	Procure LDV bakke for environmental law enforcement	R600 000.00	01 /07 /24	30/06/25	All	Advertisement, Appointment	Appointment of the service provider	Requisition Delivery note	Requisition Delivery note	Request for purchase, appointment letter, Payment certificate, Expenditure report and delivery note
Senior Manager Community Services	Procure Roadblock trailer fully fitted	R425 000.00	01 /07 /24	30/06/25	All	Advertisement, Appointment	Appointment of the service provider	Requisition Delivery note	Requisition Delivery note	Request for purchase, appointment letter, Payment certificate, Expenditure report and delivery note

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

ICPL
TW

Employee's Signature:



Municipal Manager's Signature:



Date:

30/07/2024

Witness

30/07/2024

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

Annexure B

**PERSONAL DEVELOPMENT PLAN
(PDP)**

ENTERED INTO BY AND BETWEEN:

BAPHALABORWA MUNICIPALITY

AS REPRESENTED BY THE MUNICIPAL MANAGER

DR KKL PILUSA

["the Employer"]

AND

HLONGWANE TW

SENIOR MANAGER: COMMUNITY AND SOCIAL SERVICES

["the Employee"]

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

PKC
TW

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

1. INTRODUCTION The aim of the Personal Development Plan (PDP) is to ensure that Employees are skilled to meet objectives as set out in the Performance Agreement as prescribed by legislation. Successful career-path planning ensures competent employees of current and possible future positions. It therefore identifies, prioritizes and implements training needs. Legislative needs taken into account from the Municipal Systems Act Guidelines, generic senior management competency framework and occupational competency profiles, Municipal Finance Management Competency Regulations, such as those developed by the National Treasury and other line sector departments' legislated competency requirements need also to be taken into consideration during the PDP process. 2. COMPETENCE MODELLING The Department of CoGTA has decided that a competency development model will consist of both managerial and occupational competencies: Managerial competencies should express those competencies which are generic for all management positions Occupational competence refers to competencies which are job/function specific. 3. COMPILING THE PERSONAL DEVELOPMENT PLAN A manager, in consultation with his/her subordinate is to compile a Personal Development Plan. The PDP has 7 columns that need to be completed. An example is attached. Column 1: Skills/Performance GAP						
1. Skills/Performance GAP (in order of priority)	2. Outcomes Expected (measurable indicators: quantity, quality and time frames)	3. Suggested Training and/or development activity	4. Suggested mode of delivery	5. Suggested Time Frames	6. Work opportunity created to practice skill/development area	7. Support Person
E.g. 1. Appraise Performance of Managers	The manager will be able to enter into performance agreements with all managers reporting to him/her, appraise them against set criteria, within relevant time frames	A course containing theoretical and practical application with coaching in the workplace following [relevant unit standard]	External provider, in line with identified unit standard and not exceeding R6 000	March 2019...	Appraisal of managers reporting to him/her	Senior Manager: Training/HR

(a) The identified training needs should be entered into column one. The following should be taken into consideration:

Organisational Needs:

Strategic development priorities and competency requirements, in line with the Municipality's strategic objectives.

The competency requirements of individual jobs. The relevant job requirements (job competency profile) as identified in the job description should be compared to the current competency profile of the employee to determine the individual's competency gaps. Specific competency gaps as identified during the probation period and performance appraisal of the employee.

Individual training needs that are job / career related:

Prioritisation of the training needs [1 to ...] in column 1 should also be determined since it may not be possible to address all identified training needs in a specific financial year. It is however of critical importance that training needs be addressed on a phased and priority basis. This implies that all these needs should be prioritised for purposes of accommodating critical / strategic training and development needs in the HR Plan, Personal Development Plans and the Workplace Skills Plan.

Column 2: Outcomes Expected

1. Skills/Per formance gap (in order of priority)	2. Outcomes Expected (measurab le indicators: quantity, quality and time frames)	E.g. 1. Appraise Performance of Managers	The manager will be able to enter into performance agreements with all managers reporting to him/her, following appraise them against set criteria, within relevant time frames	3. Suggested Training and/or developm ent activity	A course containing theoretical and practical application with coaching in the workplace following appraise them [relevant unit standard]	4. Suggested mode of delivery	External provider, in line with identified unit standard and not exceeding R6 000	5. Suggested Time Frames	March 2019	6. Work opportunit y created to practice skill/develop ment area	Appraisal of managers reporting to him/her	7. Support Person	Senior Manager: Training/HR
---	--	---	---	---	--	-------------------------------------	---	--------------------------------	------------	---	---	----------------------	-----------------------------------

Consideration must be given to the outcomes expected in column 2 so that once the intervention is completed the impact it had can be measured against relevant output indicators.

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

Column 5: Suggested Time Lines

Column 4: Suggested Mode of Delivery

Column 3: Suggested Training

1. Skills/Performance Gap (in order of priority)	2. Outcomes Expected (measurable indicators: quantity, quality and time frames)	3. Suggested Training and/or development activity	4. Suggested mode of delivery	5. Suggested Time Frames	6. Work opportunity created to practice skill/development area	7. Support Person
--	---	---	-------------------------------	--------------------------	--	-------------------

An employee should on average receive at least five days of training per financial year and not unnecessarily be withdrawn from training interventions. The suggested time frames enable managers to effectively plan for the annum e.g. so that not all their employees are away from work within the same period and also ensuring that the PDP is implemented systematically.

Column 6: Work Opportunity Created to Practice Skills / Development Area

1. Skills/Per formance Gap (in order of priority)	2. Outcomes Expected (measura ble indicators : quantity, quality and time frames)	3. Suggested Training and/or developm ent activity	4. Suggested mode of delivery	5. Suggested Time Frames	6. Work Opportu nity created to practice skill/dev elopmen t area	7. Support Person
---	---	---	-------------------------------------	--------------------------------	---	----------------------

This further ensures internalization of information gained as well as return on investment (not just a nice to have skill but a necessary to have skill that is used in the workplace).

Column 7: Support Person

1. Skills/Per formance Gap (in order of priority)	2. Outcomes Expected (measurab le indicators: quantity, quality and time frames)	3. Suggested Training and/or developm ent activity	4. Suggested mode of delivery	5. Suggested Time Frames	6. Work Opportunit y created to practice skill/develo pment area	7. Support Person
---	--	---	-------------------------------------	--------------------------------	---	----------------------

This identifies a support person that could act as coach or mentor with regard to the area of learning for the employee.

rec
TM

Ba-Phalaborwa Municipality complies with the requirements of Protection of Personal Information Act 4 of 2013 and Promotion of Access to Information Act 2 of 2000.

REL
TM

Personal Development Action Plan

Skills Performance Gap	Outcomes Expected	Suggested Training / Development Activity	Suggested Mode of Delivery	Suggested Time Frames	Work Opportunity Created to Practice Skill / Development	Support Person
Financial Management	Acquire skills to manage projects and work within CSS under a limited budget.	Financial Management	Training Course	June 2025	None	Municipal Manager Senior Manager Corporate Services
Advanced Project Management	To obtain further skills and knowledge on project inception, implementation and close out.	Project Management	Training Course	June 2025	None	Municipal Manager Senior Manager Corporate Services
Strategic Leadership and Management	To gain further knowledge on defining the vision of the department and ensure that objectives are clearly understood and achieved.	Strategic Leadership and Management	Training Course	June 2025	None	Municipal Manager Senior Manager Corporate Services
Knowledge Management	Skills to enable individuals, teams and entire organisation to collectively create, share and apply	Client Orientation & Customer Care	Training Course	June 2025	None	Municipal Manager Senior Manager Corporate Services

TW
KK

	knowledge, to better achieve institutional objectives				
Accountability and Ethical Conduct	Must be able to display and build the highest standards of ethical and moral conduct in order to promote confidence and trust in the Municipality.	Accountability and Ethical Conduct	Training Course	June 2025	None
					Municipal Manager Senior Manager Corporate Services

Employee's Signature:

 .

Municipal Manager's Signature:



Date:

30/07/2024

30/07/2024

Annexure C

CORE COMPETENCY FRAMEWORK

ENTERED INTO BY AND BETWEEN:

BA-PHALABORWA MUNICIPALITY

AS REPRESENTED BY THE MUNICIPAL MANAGER

DR KKL PILUSA

['the Employer']

AND

HLONGWANE TW

SENIOR MANAGER COMMUNITY AND SOCIAL SERVICES

['the Employee']

KKL
TW

CORE COMPETENCY FRAMEWORK: SENIOR MANAGER COMMUNITY AND SOCIAL SERVICES

Core Managerial Skills	Definitions	Weight %
Strategic Leadership and Management	Skills to be able to provide a vision, set the direction for the Municipality or department and inspire others in order to deliver on the Municipality's mandate	10
Programme and Project Management	Skills to enable the individual to plan, manage, monitor and evaluate specific activities in order to ensure that policies are implemented and that local government objectives are achieved	15
Financial Management	Skills required in managing projects and/or departmental work within the constraints of a budget. This includes being able to plan a budget at the beginning of the financial year, controlling expenditure throughout the year by allocating resources efficiently and understanding and anticipating the impact of other departments on won budget	15
Change Management	Skills to initiate and support municipal transformation and change in order to implement new initiatives successfully and deliver on service delivery commitments	5
Knowledge Management	Skills to enable individuals, teams and entire organisation to collectively create, share and apply knowledge, to better achieve institutional objectives	5
Problem Solving and Analytical Thinking	Skills to be able to systematically identify, analyse and resolve existing and anticipated problems in order to reach optimum solutions in a timely manner.	15
People and Diversity Management	Skills to manage and encourage people, optimize their outputs, and effectively manage relationships. This includes holding regular information sharing sessions to ensure that team members are made aware of decisions that may affect them. It also involves distribution of workloads to ensure that individual skills are used appropriately and so that the work is evenly spread, making sure that the team has the necessary tools and resources in order to do their work and motivating the team so that they are committed to achieving the goals of the department and ultimately those of the Municipality.	5
Client Orientation and Customer Focus	The Skill to seek to understand the needs of the customer and meeting the needs. At a minimum, employees are required to react to queries, keeping promises, being honest in all their dealings, adhering to policies, procedures and delegations, keeping the client up to date, being friendly and helpful and solving problems quickly and without arguments. Ideally, managers are required to be proactive by trying to understand the needs of the customer and providing an appropriate service based on those underlying needs.	5
Service Delivery Innovation	The Skill to work well to achieve a high standard by trying to improve on the way things are done and by working towards achieving the work objectives. It is also about putting plans into action, meeting deadlines, taking initiative and solving problems to make sure that things get done. Employees do not wait to be told to do something, but are encouraged to use their initiative to make sure things get done accurately and efficiently.	15
Communication	Skills to be able to exchange information and ideas in a clear and concise manner appropriate for the audience in order to explain, persuade, convince and influence others to achieve the desired outcomes.	5
Accountability and Ethical Conduct	Must be able to display and build the highest standards of ethical and moral conduct in order to promote confidence and trust in the Municipality.	5

KEL
TW

Employee's Signature:



Date:

30/07/2024

Witness

Municipal Manager's Signature:



Date

30/07/2024