

INTERNAL / EXTERNAL ADVERT

Post: Manager: AARTO Back Office
Department: TIM Branch
Reference: MNGRA/RTIA/2026
Level: 12
Salary: R 1,101,468.00 per annum (CTC)
Term: Permanent

Minimum Educational Requirements: * Grade 12 plus a three-year Degree (NQF 7) in Administration or equivalent qualification.

Minimum Knowledge & Experience Requirements: *Minimum 5 years relevant experience, including at least 3 years at supervisory or junior management level. *Practical knowledge of and experience of office administration support functions. *NaTIS and or NCR experience will be advantageous.

Required Competencies: *Computer literacy. *Interpersonal and communication skills. *Ability to work under pressure. * Attention to detail and accuracy. *Team Player. *Quality orientated. *Time Management.

Duties: * Provide AARTO Back Office Service

*Manage the opening of registered mail items received in conjunction with the Facilities Unit / Revenue Unit*Manage the sorting of registered mail items according to the type of elective option received and record and distribute to back-office administrators for processing. * Manager the recording of any monetary value received via registered mail as prescribed. Hand over to the Revenue Unit for processing. *Manage the receiving of email applications through the various email folders as well as in person submission to the agency and ensure the timeous processing thereof.*Manage the processing of representation applications following a successful revocation application outcome. *Liaise with Service Outlet Operators on applications not processed as prescribed. Provide guidance where required. *Make follow-up with infringers who submitted incorrect or incomplete elective option application forms. * Manage telephone calls and email inquiries received from members of the public who are enquiring regarding their elective option applications forms, which were processed or not processed.

*Establish a close relationship with the RTIA Call Centre regarding elective option application submitted through the AARTO Enquiries email portal. *Liaise and log calls with the RTMC Helpdesk regarding AARTO website errors being reported by users, follow up on calls logged, and provide feedback to the user where required.*Request DM 08042 reports from the RTMC upon receiving requests for a record of outstanding infringements (From infringers of persons representing the infringer).*When required, request data-fixes, through the logging of calls with the RTMC in order to allow an elective option received to be processed. (System Blocks). *As and when required, assist with the processing of elective options received. *Provide on requests received, R114 Statement of Accounts. *As and when required, attend User Acceptance Testing sessions scheduled by the RTMC for the National Contravention Register module.

General Management of the Unit:

*Manage leave applications submitted by sub-ordinates through the ESS / Sage. *Draft and sign performance scorecards with sub-ordinates as prescribed. *Monitor performance of sub-ordinates as prescribed. *Amend performance scorecards of sub-ordinates as and when required. *Perform performance evaluations with sub-ordinates as prescribed. *Present performance scorecards and performance evaluation reports for sub-ordinates to the Calibrations Committee as prescribed. *Make follow-ups with RTIA HR on the Professional Development Plans submitted for sub-ordinates. *Recommend Travel and Subsistence claims submitted by sub-ordinates as prescribe. *Recommend request for Travel by sub-ordinates as prescribed.*Liaise with other RTIA Business Units regarding aspects of mutual responsibility.*Request overtime as and when required for sub-ordinates.*Manage work from home activities and ensure that performance is monitored and correct if required.*Draft and submit to the Senior Manager monthly performance reports for the Unit.*Distribute at month end to Issuing Authorities pending lists for elections to be tried in court / redirections (DM 6714 reports). *Manage and ensure the safe guarding of Unit assets (personal PC's and desktops) issued to sub-ordinates.*Ensure that workstations of sub-ordinates are clean and presentable and that elective options processed are shredded (clean desk requirement).*Draft and amend when required Standard Operating Procedures for the Unit.*Liaise and follow up with the RTMC on defects or fatal errors experienced on the NCR for Back Office Transactions*Contribute to the development of the unit's procurement requirements. stationery / assets. *Identify, document and recommend to the Senior Manager risks identified for the Unit.

Attendance of meeting established meeting structures

*As and when delegated by the Senior Manager, attend monthly MANCO meetings•*Attend monthly AARTO Operational Meetings with IAs. *As and when delegated by the Senior Manager attend monthly Risk Meetings. *As and when delegated by the Senior Manager attend monthly Compliance Universe Meetings. *As and when delegated by the Senior Manager, attend AARTO National Steering Committee (ANSC) meetings. *As and when delegated by the Senior Manager, attend ANSC Technical Committee meetings.

Enquiries: Mr Mzwakhe Mhlanga – (011) 763 1103

Correspondence will only be with shortlisted candidates. If you do not hear from the Agency in three (3) months from the date of closure, please consider your application as unsuccessful. Recommended candidates will be subjected to the Agency's mandatory background checks, security clearance and qualification verification processes.

To apply please submit a letter of application, recent curriculum vitae as well as certified copies of qualifications and identity document. Applications must be addressed to: ahlgre@apply.simplify.hr

Please note that late applications and those without all the relevant supporting documents as prescribed above will not be considered.

The RTIA is an Equal Opportunity Employer and is seeking to balance the employment equity profile therefore the youth, Women and People living with disabilities are encouraged to apply.

Internal candidates who meet the requirements are encouraged to apply.

Closing Date: 03 August 2026