

INTERNAL / EXTERNAL ADVERT

Post: Manager – Demerit System

Department: Driver Rehabilitation Standards & Points Demerit System

Reference: DRSPS/RTIA/2026

Level: 12

Salary: R1,101,468.00 per annum (CTC)

Term: Permanent

Minimum Educational Requirements: *A Degree (NQF 7) in Law, Road Traffic Management or Administrative studies or Equivalent.

Minimum Knowledge & Experience Requirements: * At least 5 years working experience, 3 of which must be at junior management level. *Junior management experience in the road traffic/transport environment. *Extensive knowledge of the AARTO Act, National Road Traffic Act, Criminal Procedures Act, National Land Transport Act, Promotion of Administrative Justice Act, Promotion of Access to Information Act and other legislation applicable to traffic and transport management. *Knowledge of quality management including Total Quality Management (TQM) concepts and tools as well as their application in a service-based environment. * He/she must be able to apply his/her mind fairly and objectively and uphold justice in the authorisation of courtesy letters and enforcement orders as well as implementation of the Points Demerit System. *He or she must demonstrate the good values of the Agency.

Required Competencies: *Interpersonal skills. *Project management skills. * Problem solving and analysis. *People management. * Diversity management and inclusion. * Persuasive skills. *Change management. *Client Orientation and customer focus. *Computer literacy (MS Word, Excel, PowerPoint, etc.)

Duties: Achievement and management of the Unit's operational plans:

*Contribute to the development of RTIA strategic plans. *Manage the implementation of operational plans in the Unit. *Manage the implementation and compliance to SOPs, reporting templates and frameworks. * Manage monthly, quarterly and annual reporting process in the Unit. *Contribute to development of policies, and procedures for the Unit. *Handle audit queries and manage the of information for audit purposes. *Manage the implementation of the PDS. *Effective apply and contribute to improvement of monitoring and evaluation tools for PDS. *Compile PDS monthly, quarterly and annual reports.

Courtesy Letters, Enforcement Orders & Points Demerit System: *Manage the authorisation of courtesy letters and enforcement order * Manage the application of quality management concepts and tools within the authorisation of courtesy letters and enforcement orders environment *Ensure timeous authorisation of courtesy letters and enforcement orders in line with sections 19 and 20 as well as chapter 4 of the AARTO Act. *Manage all documentation and correspondence received and sent by the PDS section. *Manage implementation of the PDS policies and standard operating procedures *Contribute to continuously enhancement of the PDS policies and standard operating procedures. *Manager performance and quality assurance on matters pertaining to PDS. *Manage the process of allocation. *Standard Operating Procedures in place. *Policies and procedures implemented. *Level of compliance in the unit. *Feedback from the infringers. *Availability to statistics. *Timeous submission of reports. *Acknowledgement letters distributed. *Stakeholder feedback. * # investigated. * Investigation results. * # queries resolved. * Manager feedback. *Number of quality inspections conducted. *Number of applications for demerit points information processed * Number of authorised courtesy letters, enforcement orders, cancellations, suspensions and reinstatements * Number of quality problems diagnosed through quality gaps. *Number of reconciled operations and reduction of demerit points. * Manage prohibition on driving or operating motor vehicle as well as cancellation of driving licences, professional driving permits, operator cards and other documents issued in terms of the road transport legislation. *Manage all notices related to the demerit points, through eNaTIS, administrative processes and control mechanisms. *Manage reinstatement of incorrectly cancelled and suspended document *Manage and ensure timeous and courteous attendance and finalisation of enquiries from the public. * Manage and mitigate risks pertaining to the PDS. *Compile and submit monthly, quarterly and annual reports as well as ad hoc reports in relation to the PDS.

People management: *Participate in timeous recruitment and selection of staff. *Vacancy rate in the Unit. *% EE targets implemented. *Responsible for diversity management and inclusion within the sub-unit · *Contribute to the implementation of RTIA's EE targets in the sub-unit. *Manage the implementation of performance management in the sub-unit · *Induct and orientate direct reports ·* Provide capacity building, through training, coaching and development of direct reports ·* Manage the disciplinary of employees in the sub-unit.

Manage the optimization of the Sub-unit:*Keep up to date with new developments and changes in own field and within RTIA . *Share new information and best practice trends with colleagues.* Proactively introduce improvement opportunities in line with best practice to optimise business success . * Partner with management to optimise productivity and teamwork effectiveness . * Manage communication process in the sub-unit . *Continuous improvement measures . *Optimised performance . * Scorecard measures . *Project / initiative success rates . *Competitiveness to similar operations . Audit results . * Employee satisfaction survey results . *Management feedback . * Performance measures unit . *Engage in problem solving and continuous improvement processes to optimise output of the area . * Demonstrate visible ownership of business-wide initiatives impacting on area of responsibility . *Represent RTIA professionally when necessary, with external and internal stakeholders.

**Enquiries: Ms Allison Shingange – (087) 287 7993
Sibusiso Ncube – 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: xlq1wc@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: 3 August 2026