

INTERNAL / EXTERNAL ADVERT

Post: Manager: Adjudication
Department: Representations
Reference: MNGRA/RTIA/2026
Level: 12
Salary: R 1,101,468 per annum (CTC)
Term: Permanent

Minimum Educational Requirements: * Matric (NQF 4) + National Diploma (NQF 6) in Road Traffic or Police or Police Management or Legal or equivalent qualification. A relevant B. Degree (NQF 7) will be an added advantage.

Minimum Knowledge & Experience Requirements: *A total of 5 years relevant working experience, 3 of which must be at a junior management level or in a position of equivalent level to that of an Enforcement Orders Officer or Representations Officer.*Extensive knowledge of the AARTO Act, National Road Traffic Act, Criminal Procedures Act, National Land Transport Act, Cross-Border Road Transport Act, Promotion of Administrative Justice Act, Promotion of Access to Information Act and other pieces of legislation applicable to traffic and transport management. *Having practiced as a quality assurance officer in a service-oriented environment or traffic officer, enforcement orders officer, representations officer, magistrate, prosecutor or police officer or admin officer in a traffic law administration environment will be an added advantage.*Must be in possession of at least a code B valid driving licence free of endorsements.*Understanding and application of administrative law.*Extensive knowledge of quality management . *Knowledge of quality management including Total Quality Management (TQM) concepts and tools as well as their application in a service-based environment . *Ability to reconcile the operations and the client's view of quality.*Ability to diagnose quality problems through quality gaps.*Knowledge of the quality management perspective of steps to achieving conformance to specification.*Knowledge of ISO 9000 and ISO 9001 quality standards.*Ability to apply one's mind fairly and objectively and uphold justice in the adjudication of cases and demonstrate the good values of the Agency.

Required Competencies: *Computer literacy (MS Word, Excel, PowerPoint, etc.). *Ability to apply one's mind fairly and objectively and uphold justice in the adjudication of cases and demonstrate the good values of the Agency. *Required to provide valid reasons for all cases adjudicated.

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

*Contribute to the development of RTIA operational plans. *Develop and implement the section's operational plans. *Ensure the implementation and compliance to reporting templates and frameworks. *Ensure monthly reporting. *Develop procedures for the section. *Handle audit queries and ensure the availability of information for audit purposes.

Manage the representations process

*Development and implementation of standard operating procedures for the section. *Manage the representations process. *Manage the application of quality management concepts and tools within the representations environment.*Ensure timeous adjudication and administration of representations.*Manage the timeous and courteous attendance and finalization of enquiries from the public.*Manage compliance to the legal framework as prescribed.*Manage the manner of application of law to facts by the Representations Officers.*Manage the inspections in loco where necessary and as prescribed.*Manage the compilation of monthly statistics, and other ad hoc reports as and when a request is made.*Ensure that infringers are timeously notified about the outcomes of representations.*Ensure that Representations Officers interrogate the NCR to confirm facts or matters.*Manage performance of Quality Assurance Officers and Representations Officers.

People management:

*Conduct performance management in the section. *Induct and orientate direct report. *Provide capacity building, through training, coaching and development of direct reports*Ensure that employees have clear work expectations and goals. *Ensure attendance of staff. *Manage the discipline of employees in the section

Manage the optimization of the 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.*Maintain ownership for own work, performance management and development.*Maintain open and honest communication.*Engage in problem solving and continuous improvement processes to optimise output of the area.*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: vlrkaj@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