



National Gambling Board

*South Africa*

a member of **the dti** group

## **CHIEF OPERATIONS OFFICER**

**Reference Number: NGB 03/2018**

**Nature of Employment - Permanent position**

**Remuneration Scale: R1,271,809.99- R1,487,497.45  
(All inclusive package per annum)**

**Preference will be given to African Females, Coloured Females and people with disabilities**

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### **BRIEF SUMMARY OF THE ACT**

The National Gambling Board (NGB) is established in terms of the National Gambling Act, (NGA), 2004 (Act 7 of 2004) as amended. It is a schedule 3A Public Entity in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The NGA makes provision for the coordination of concurrent national and provincial legislative competence over matters relating to the continued regulation of gambling activities and also makes provision for the establishment of uniform norms and standards applicable throughout the Republic in certain gambling activities.

### **STRATEGIC OBJECTIVE**

The strategic objectives stated below straddle and apply across all positions within the Board. Successful incumbents will be required to execute their functions in consideration of the following strategic objectives Enhance Stakeholder Liaison and Statutory Advisory Services; Optimise Organizational Excellence; Functional Registry; and Enforce Compliance.

### **PURPOSE**

To provide strategic and operational support to the CEO / Administrator with regard to the implementation of organisational strategies to ensure efficiency and effectiveness of delivery by the National Gambling Board.

## **KEY PERFORMANCE AREAS**

### **Strategy Development and Implementation**

- Supports the work of the CEO / Administrator focusing on the establishment and optimisation of day to day operations.
- Designs and implements business strategies, plans and procedures.
- Set comprehensive goals for performance and growth.
- Establish policies that promote company culture and gambling industry vision.
- Develop divisional strategic and operational plans.
- Provide leadership and direct implementation of the division's strategy.
- Ensure effective co-ordination of divisional strategic planning events and processes to ensure alignment with planning cycles.
- Providing appropriate divisional input into the NGB's strategic plan.
- Ensuring the development of an appropriate and approved business plan for the division.
- Ensure all necessary reporting and compliance responsibilities of the division is carried out efficiently and in accordance with the set timelines for reporting.
- Ensures the development, initiation, maintenance and review of policies, and oversee the implementation in the entity's to serve as the framework within which to operate.
- Drives achievement of department targets through effective monitoring and guidance.
- Submits performance progress reports to be input into the entity's Annual report.
- Performs annual risk assessment for the NGB and monitors risk on a quarterly basis.
- Monitors governance related matters regularly.
- Oversees the legal function within the organisation.
- Perform other functions related to the office of the COO or as may be requested by the Accounting Authority.
- Provide support to the entity with respect to any Parliamentary Committee request.

### **Provision of support services**

#### **Economic Research**

- Conduct socio economic impact studies within the gambling industries.
- Analyse and report on market share and market conduct within the gambling industry and identify key trends.
- Ensure provisioning, capturing and publishing of legally mandated gambling sector performance reports.
- Development of appropriate research surveys and implementation thereof.

#### **Human Capital Optimisation**

- Maintain a positive and ethical work environment that is conducive to attracting, retaining, and motivating a diverse group of top quality employees at all levels.
- Develop and obtain approval of appropriate organisation structure.

- Acquire appropriate human capital through appointment and development of staff.
- Sets performance objectives for the organisation and division and ensure they are cascaded into performance agreements of subordinates.
- Ensures that all employees have signed performance agreements.
- Monitors and measures performance quarterly by conducting employee appraisals.
- Identifies areas of development and draws up action plans to address poor performance.
- Ensures ongoing training and development of employees.
- Addresses employee relations matters fairly and promptly.

### **Legal Services**

- Oversee legal support services function and provide requisite support to the entity.
- Provide strategic leadership in the management of governance and risk related matters to the entity.
- Serves as the management liaison to the Accounting Authority and Internal Auditors.

### **Stakeholder Management**

- Develop and manage valuable stakeholder relationships.
- Strengthening communication measures (including educational programmes) especially as it relates to curbing the social impact of gambling on society.
- Development and implement broad based public education programme about the risks and socio-economic impact of gambling.
- Manage stakeholder satisfaction and implement strategies for continually improving stakeholder satisfaction within the industry.
- Identify areas of stakeholder vulnerability and develop corrective action plans for resolution of problematic areas.
- Establish and maintain strategic partnerships with other relevant institutions.
- Manage relationship with key stakeholders in order to ensure implementation of programmes.
- Ensures the development of health and safety practices for the NGB and oversee compliance with those practices.

### **Monitoring, Evaluation and Reporting**

- Provide strategic direction and advise on matters relating to governance, performance monitoring and evaluation of the organisation.
- Monitor the performance of the NGB against the business plan and introduce corrective actions where necessary.
- Ensure compliance with integrated performance reporting systems.
- Develop interventions for improved performance of the NGB against strategic objectives, targets and goals.
- Conduct regular meetings with department heads to ensure that priorities are clear and co-ordination is good.
- Facilitate resolution of issues between departments.

- Manage and report on complaints raised through the various regulatory bodies as well as complaints received from external stakeholders.
- Responds to government and industry regulations as a principal point of contact.
- Ensure performance against the Shareholder Compact, Ministerial Priorities and tasks that emanate from COTTI forums.

### **Financial Management**

- Analyses the business plan to determine the financial requirements.
- Obtains the budgetary prescriptions from the Finance Division.
- Determines financial allocations in accordance with deliverables.
- Submits budget for approval in accordance with policies and procedures.
- Monitors expenditure against budget and ensures spending occurs within budgetary limits.
- Peruses monthly expenditure statements from Finance and addresses anomalies.
- Explores opportunities to reduce costs.

### **Records Management**

- Ensure that records management is performed in accordance with NGB approved file plan and electronic document management.

## **MINIMUM JOB REQUIREMENTS**

### **Qualifications**

- Degree in Business Administration / Public Management / Auditing or Commerce from a SAQA recognised institution or equivalent.

### **Experience**

- Six (6) years' experience in a Senior Management Role in governance or operations management.
- Ten (10) years relevant management experience in a governance / operations management environment.

### **Competence and skills**

The appointee must have the following skills:

- Reporting.
- Relationship Management.
- Monitoring and Evaluation.
- Legal Compliance.
- Risk Management.

The appointee must have the following knowledge in terms of **legislations**:

- Knowledge of Public Finance Management Act.
- Knowledge of National Treasury guidelines & regulations.

The successful applicants' remuneration package will be in terms of the NGB Remuneration Policy. The National Gambling Board subscribes to the principles of Employment Equity.

The appointee will be required to sign a performance agreement within one (1) month of joining the organisation and this position is subject to a twelve (12) months' probation period.

To apply for this position, interested applicants are required to complete the NGB employment application form to be obtained from NGB's website [www.ngb.org.za](http://www.ngb.org.za), attach and complete the following mandatory documents i.e. comprehensive CV, copies of qualifications and identity document.

The completed application with all supporting documents can be submitted by e-mail to [recruitment@ngb.org.za](mailto:recruitment@ngb.org.za), hand delivered to the NGB offices at 420 Witch Hazel Avenue, Eco Glades 2, Block C, Eco Park, Centurion or posted to the Senior Manager: Human Capital Optimisation, Private Bag x 27, Hatfield 0028.

Background verifications, criminal record checks, citizenship check and competency assessment will form part of the selection process. It is the responsibility of candidates with foreign qualifications to have them verified by the South African Qualifications Authority (SAQA). Communication will only be limited to shortlisted candidates.

**CLOSING DATE: 27 AUGUST 2018**

**The Board reserves the right not to make an appointment.**