

MANAGER: COMMUNICATIONS & STAKEHOLDER ENGAGEMENTS

Reference Number: NGB/001-2026

Nature of Employment - Permanent

**Remuneration Scale: R1,027,010 – R1,241,564 per annum
(all-inclusive package)**

Preference will be given to Coloured Male, Indian Male and Female, White Male and Female, and people with disabilities.

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). It is a schedule 3A Public Entity in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The NGB 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 OUTCOMES

The strategic outcomes stated below straddle and apply across all positions within the NGB. Successful incumbents will be required to execute their functions in consideration of the following strategic outcomes:

- Account for and identify all legal gambling machines, devices and owners, licensed juristic and natural persons and excluded persons.
- Economic transformation and increased participation of Historically Disadvantaged Individuals in the mainstream gambling industry.
- Effectively monitored PLA compliance with gambling legislation.
- Facilitated S16 confiscation of proceeds from illegal gambling activities.
- Effectively monitored socio-economic patterns of gambling activity within the Republic.
- Uniformity of legislation in the gambling industry; and
- Broad-based public education.

PURPOSE

To utilise different media platforms to successfully communicate the National Gambling Board's initiatives and projects.

KEY PERFORMANCE AREAS

Internal Communications

- ⊕ Ensures internal communication messages are consistent across all mediums and for different divisions of the National Gambling Board.
- ⊕ Ensures internal communication messages are consistent with external communication messages.
- ⊕ Ensures communication of media issues internally through the preparation of the National Gambling Board's newsletter.
- ⊕ Handles the internal communication response to crisis situations which affects the National Gambling Board's perception and reputation.

Stakeholder Communications

- ⊕ Monitors capacity, performance, security and system health on a daily basis.
- ⊕ Downloads the latest anti-virus patches to prevent malware and spyware.
- ⊕ Investigates malfunctions and provides solutions.
- ⊕ Runs daily backups to secure information for the NGB.
- ⊕ Monitors and maintains data patterns to stay up to date with current versions.
- ⊕ Evaluates and recommends new tools, technology and products, both software and hardware, for the enhancement of the computer system.
- ⊕ Performs updates or installs new software and hardware versions on existing hardware / software.
- ⊕ Ensures that all system requirements are identified and met prior to installation.

Stakeholder Relationship Management

- ⊕ Develops education and awareness initiatives for the public and direct industry stakeholders utilising various media platforms.
- ⊕ Reviews the National Gambling Board's work and research regularly in order to identify possible stories and undertakes proactive media engagement to feature articles.
- ⊕ Ensures effective media trends analysis to improve the National Gambling Board's alignment.
- ⊕ Monitors media coverage to identify issues that impact the National Gambling Board negatively in order to provide a response for stakeholders.
- ⊕ Compiles press releases to obtain positive publicity and build the National Gambling Board's brand.
- ⊕ Identifies key opportunities for the National Gambling Board to promote its services and messages at events.

- ⊕ Arranges public appearances, lectures or exhibits for the National Gambling Board to increase service awareness.
- ⊕ Prepares communication material for the NGB to enable participation in related forums.
- ⊕ Optimises communications by identifying appropriate communication platforms for the National Gambling Board to engage with stakeholders such as social media platforms and exhibitions.

Broad-Based Public Education Programme

- ⊕ Develop and implement the Broad-Based Public Education Programme about the Risks and Socio-Economic Impact of Gambling (the Programme).
- ⊕ Attends and participates in external stakeholder events such as roadshows etc.
- ⊕ Strengthening communication measures (including educational programmes) especially as it relates to curbing the social impact of gambling on society.
- ⊕ Manage stakeholder satisfaction and implement strategies for continually improving stakeholder satisfaction within the industry.
- ⊕ Assess stakeholder satisfaction and develop strategies for continually improving stakeholder satisfaction within the industry.
- ⊕ Responds to government and industry regulations as a principal point of contact.

Stakeholder Relationship Management

- ⊕ Builds relationships and contacts with relevant print, broadcast and online journalists in South Africa.
- ⊕ Focuses on delivery through proactively establishing and maintaining effective working relationships.
- ⊕ Solves problems creatively whilst demonstrating a high level of integrity.
- ⊕ Maintains professional relationships that meet the National Gambling Board's core values.
- ⊕ Maintains effective and efficient communication channels.
- ⊕ Maintains regular contact with internal divisions.
- ⊕ Ensures and enables clear and open communication.
- ⊕ Oversees the maintenance of the stakeholder's database to guarantee current information.

Budget Management

- ⊕ Analyses the business plan to determine the financial requirements.
- ⊕ Obtains the budgetary prescripts 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.
- ⊕ Explores opportunities to reduce costs.

Human Resource Management

- ⊕ Sets performance objectives for team by cascading of corporate initiatives into individual performance contracts.
- ⊕ Ensures that all employees have signed performance agreements.
- ⊕ Monitor and measure 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.

Records Management

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

MINIMUM JOB REQUIREMENTS

Qualifications

- ⊕ Three (3) years National Diploma or Degree in Marketing, Communications, Public Relations or in Journalism.

Experience

- ⊕ **Five (5) years relevant management** experience in Marketing and Communications.

Competence and skills

- ⊕ The appointee must have the following skills:
 - Reporting
 - Interpersonal
 - Writing
 - Creative
 - Advanced Communication
- ⊕ The appointee must have the following knowledge in terms of **legislations**:
 - 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, attach and complete the following mandatory documents i.e. comprehensive CV, certified copies of qualifications and identity document. **Failure to submit all requested documents will disqualify your application.**

The completed application with all supporting documents must be submitted by e-mail to Ngb@tttrecruitment.co.za, hand delivered to the NGB offices at 1085 Francis Baard Street, Hatfield, Pretoria or posted to the Human Capital Optimisation, Private Bag x 27, Hatfield 0028.

CLOSING DATE for all applications: **06 FEBRUARY 2026**

Background verifications, criminal record checks, citizenship check and competency assessment will form part of the selection process. It is the responsibility of candidates or applicants with foreign qualifications to have them verified by the South African Qualifications Authority (SAQA). If you have not been contacted within three months after the closing date, please regard your application as unsuccessful.

IMPORTANT NOTICE

By applying for this position, you hereby acknowledge that you have read and accept the following Protection of Personal Information Act (POPIA) disclaimer:

I hereby consent for NGB to process my personal information as part of the recruitment process. NGB shall take all reasonable measures to protect the personal information of applicants and for the purpose of this disclaimer "personal information" shall be defined as detailed in the Protection of Personal Information Act, Act 4 of 2013 (POPIA).

The NGB reserves the right not to fill the position.