

## Manager: Renewals and Client Services

**Component:** Liquor Licensing Administration  
**Department:** Western Cape Liquor Authority (Bellville)  
**Reference Number:** WCLA 10/2023

### Requirements:

- Bachelor's Degree (NQF 7)
- At least 5 year's relevant experience (2-years' experience in a supervisory capacity)
- Valid Code B/EB driver's license (with no vehicle restrictions)

### Experience and competencies which will be advantageous:

- B. Public Admin degree (advantageous)
- Experience in a regulatory environment (advantageous)
- Project management experience (advantageous)

### Key performance areas:

- **Strategic Management of Subcomponent:**
  - Implement and maintain policies and procedures
  - Contribute to the WCLA strategic decision-making process
  - Contribute to and manage budget for the unit
  - Proactively manage and report on the unit's projects
  - Accurate input to QPR provided timeously
  - Implement and maintain SOP's (internal controls)
- **Renewals Management:**
  - Manage the processing of automatic liquor license renewals of all valid licenses in line with standard operating procedures
    - Raising of renewal fees
    - Issuing of renewal notices by 31 October annually
    - Follow up on non-renewed licenses
    - Process condonation applications
  - Manage and resolve escalations regarding renewals
  - Gather intelligence and report on Renewals MIS
  - Drive process simplification and automation
  - Oversee the administrative processes related to the non-automatic renewal of all valid licenses in line with standard operating procedures:
    - Preparation of non-automatic renewal notices
    - Administering receipt & processing of all applications (including condonation) for non-automatic renewal
    - Providing written notification to the Inspectorate of the applications received
    - Enrolling applications with the LLT
    - Administering outcomes to license holders and interested parties after consideration of applications
    - Issue renewal notices for all approved non-automatic renewal applications
- **Client Services Management:**
  - Oversee in-person, email, and telephonic client services
    - Application, renewal or issuing queries
    - Complaints handling
    - E-license support
    - Incoming correspondence
    - Card payment services
  - Drive process simplification and automation
- **Effective resource management (human, financial and physical within the Unit)**
  - Establish and maintain appropriate systems (analytical tools, information systems, projections of cost behaviour) and policies to ensure effective and efficient management of resources
  - Perform accurate forecasting, budgeting, and allocation of resources within the unit
  - Manage external contractors and suppliers within the unit
  - Develop and manage internal service level agreements with other units
  - Ensure effective identification and management of business risks, resources, and continuous improvement
  - Manage capacity within the unit to ensure sustained service delivery

- **Effective people management within the Unit**
  - Manage people development in line with organization-wide skills development strategy within the unit
  - Manage talent within the unit and ensure talent management strategies (attraction, retention, development) are implemented
  - Implement performance management within the unit in line with Human Resources Policies and Guidelines
  - Manage grievances, discipline, and terminations within the division in line with Human Resources policies and guidelines
  - Lead and direct staff within the unit to be able to meet the objectives set for them
  - Build and foster a culture of good governance, customer service, honesty and integrity and world class delivery in the division
  - Implement innovative recognition and reward systems
- **Effective promotion and practice of good corporate governance risk and compliance pertaining to HR and financial policies, legislations, and regulations**
  - Implement governance framework to ensure professional conduct by unit employees and upholding of WCLA values and governing principles
  - Ensure good governance within the unit in line with the corporate governance guidelines and related legislation
  - Manage risks within the unit
  - Manage compliance within legislation, regulations, WCLA policies and procedures within the unit
  - Ensure compliance of the unit with all audit requirements emanating from audit processes within the unit
  - Draft and submit annual, quarterly, and monthly reports required or delegated

**Knowledge:**

- Working knowledge of relevant Public Sector legislation, e.g., PFMA, National and Provincial Treasury Regulations, Administrative Law
- High level of working knowledge of relevant industry legislation and regulations, e.g., National Liquor Act, Provincial Liquor Act, POPI, PAJA, PAIA
- Working knowledge of HRM, Risk Management and Project Management

**Skills:**

- High level of report writing skills
- Exceptional interpersonal, communication, writing, reporting and presentation skills
- Ability to function independently and within a team
- Ability to prioritize and adapt, managing multiple projects and tight deadlines
- Computer literacy plus advanced proficiency in MS Office

**Please Note:** Only shortlisted applicants will receive further correspondence. If you have not received a response from the entity within three months of the closing date, please regard your application as unsuccessful.

Applicants must submit a formal WCLA Application form, a comprehensive CV, certified copies of qualifications, identity document and driver's license (where applicable). **Applications must be submitted electronically preferably as one PDF document to [hr@wcla.gov.za](mailto:hr@wcla.gov.za).** WCLA Application forms can be obtained from the WCLA website: [www.wcla.gov.za](http://www.wcla.gov.za) and must reach the Human Resources Section on or before the closing date indicated. Applicants must clearly state the reference number and position title in the subject line of the e-mail. Only Electronic applications will be accepted.

Please note that the following will lead to **disqualification** of applications:

1. Submission of fraudulent qualifications and / or documentation.
2. Non-submission of certified copies of academic qualifications / records.
3. Non-submission of WCLA Application form, Identity document and Driver's License (where applicable).

Shortlisted candidates will be subjected to a vetting process. By applying for this position, candidates agree to reference checks, criminal and qualification checks being performed. The WCLA reserves the right not to make an appointment.

The Western Cape Liquor Authority is guided by the principles of Employment Equity. All candidates invited for interviews may be subjected to competency test/practical tests as part of the interview process. Kindly note that all personal information provided with your application will be dealt with for the intended purpose.

**Only applications submitted via the above-mentioned e-mail address will be accepted.**

**SALARY:** R581 022 – R680 160 per annum (Cost to Employment)

**SALARY LEVEL:** 9

**CLOSING DATE:** **13 October 2023**

**ENQUIRIES:** Mrs. S Langeveldt: (021) 204 9730 / 92 / 32