

ADVERT



SUPERVISOR DISPUTE, ARBITRATION AND LITIGATION (KWAZULU NATAL)

Purpose of the Job

The position appointment will be responsible for supervision and co-ordination of all activities within the Enforcement Arbitration, Enforcement Litigation and Dispute sections to ensure high levels of service provision, efficiency and effectiveness for stakeholders.

KEY RESPONSIBILITIES

- Ensure that the policies, processes and standard operating procedures designed and implemented by the various Discipline Heads are followed by all staff, and to report on any deviation as well as highlighting demonstrations of excellence.
- Supervise and monitor staff in all their activities and address any performance related concerns and issues.
- Ensure that there are adequate resources for efficient operations and that the resources are utilised fully and responsibly by all.
- Meet efficiency targets for the various sections (Arbitrations, Litigation and Dispute targets from Discipline Heads). Report and take corrective steps on performance targets.
- Administration and checking of awards not paid within the enforcement sections as well as the efficiency monitoring in terms of timelines for these sections.
- Receive invoices from service providers and confirm accuracy of billing as it relates to services provided by the commissioners, interpreters and attorneys within the Dispute, Litigation and Arbitration Sections.
- Supervisor will be responsible for submission of Delegation of Authority for approval appointment of attorneys.
- Supervisor will be responsible for closure of cases that will be referred to the regional manager for approval and once approved, update the K2System.

- The Supervisor will assist and be involved in the recruitment of the commissioners and interpreters and will ensure the correct signing of the Service Level Agreement (SLA) with the Council.
- Ensure sufficiently trained commissioners are available to hear enforcement cases.
- Monitor compliance with service level agreements within the sections.
- The Supervisor will attend to the queries and complaints relating to the performance and conduct of commissioners and interpreters.
- Resolve complaints and disagreements on processes within the sections.
- Deal with all Nula Bona cases as well as liquidations and business rescue cases within section.
- Deal with rescissions, review applications and liaise between the Senior Agents and Commissioners to arrive at a final outcome.
- Utilise the Deeds Office search to locate companies that tracing agents have not been able to locate.
- Ensure high levels of stakeholder management.
- Monitor cost/expenses against the approved budget.
- Human Resources management and safety of the employees within the section.
- Supervisor will be responsible for compiling of monthly statistics for Dispute, Arbitration and Litigation for the Regional Manager.
- Supervisor will be responsible for constant engagement with other regions, CCMA, DOEL & Labour Court on jurisdictional verification and case outcomes.
- Collaborate with the CCMA to ensure the improvement of section 143 processes.
- Manage relationships with Sheriffs.

Job Requirements and Knowledge:

- Labour Relations Act
- Knowledge of how Collective Agreements work
- Knowledge of Labour Legislations
- Numeracy
- Good communicator

Attributes/Qualities:

1. Self-Motivated
2. Supervisory
3. Assertiveness
4. Good Customer Relations
5. Conflict Handling
6. Patience and good listener

Qualifications & Experience:

- Diploma in Labour Relations
- 5 years general administrative experience 2 of which must be at a Supervisory level.
- Legal process knowledge essential.

REMUNERATION GRADE: C4

It is the Council's intention to promote equity through meeting all numeric targets as contained in the EE Plan first preference will be given to African Male candidates.

All applications accompanied by comprehensive word format CV's must be forwarded to the **NBCRFLI** Human Resources department via the following email addresses before the closing date: email to: to recruitment-ms@nbcffi.co.za before the closing date.

NB: Applicants must clearly specify the geographical area that they are applying for as stipulated in the e-mail addresses above.

Closing date: 24 November 2024

An application in itself does not entitle the applicant to an interview. Should you not hear from us 30 days after the closing date, please consider your application unsuccessful.

PROTECTION OF PERSONAL INFORMATION ACT.

Personal information collected and processed for purposes of recruitment will be protected from unauthorised access and improper use or disclosure.

DECLARATION AND INFORMED CONSENT.

By submitting your application for the advertised role, you give Council permission to process your personal information and you acknowledge that you understand the purpose for which it is required and for which it will be used. Furthermore, you declare that all personal information supplied to the Council for the purposes of recruitment is accurate, up to date, not misleading and that it is complete in all respects.