



**home affairs**

Department  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

*"Rendering value added HR Solutions to enhance Service Excellence"*

SERVICE LEVEL AGREEMENT  
BETWEEN THE  
BRANCH/PROVINCIAL MANAGER  
AND  
BRANCH: HUMAN RESOURCES  
2012/13

---

*"Repositioning the Department of Home Affairs as Employer of Choice"*

## 1. Key Services

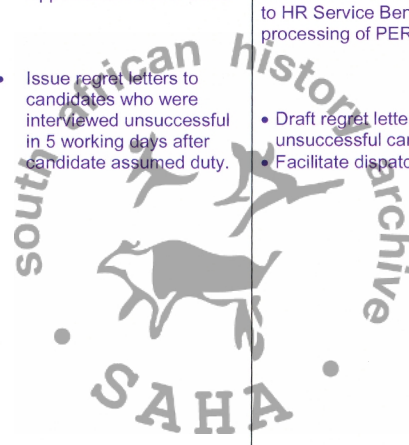
In order to be able to serve you to the best of our abilities, the Branch: Human Resources will render the “Key Services” in the table below.

FUNCTION	SERVICES	TIMEFRAME/STANDARDS	ROLE OF HUMAN RESOURCES	ROLE OF LINE MANAGER
People Acquisition	Filling vacant and funded post	<p><b>Fill vacant posts within 3 months</b></p> <ul style="list-style-type: none"> <li>Advertisement to be placed within 10 working days after receipt of relevant request form and supporting documents</li> <li>Capturing of applications within 5 days after closing</li> <li>Conduct shortlisting in 10 working days from closing date of advert.</li> </ul>	<ul style="list-style-type: none"> <li>Receive the request to advertise</li> <li>Confirm that the post is vacant and funded and job evaluated</li> <li>Draft Adverts</li> <li>Placing of Adverts</li> <li>Receive, sort and capture applications</li> <li>Submit applications to Line Managers</li> <li>Preliminary shortlist for SMS posts</li> <li>Secure venue</li> <li>Confirm venue, date and time with line management</li> <li>Invite Labour/Unions</li> <li>Serve as Secretariat during shortlisting</li> <li>Ensure that only</li> </ul>	<ul style="list-style-type: none"> <li>Submit request to advertise form</li> <li>Submit draft advert</li> <li>Proof read final advert before placement</li> <li>Assist in capturing applications</li> <li>Shortlist candidates that meet the requirements</li> <li>Provide refreshments when necessary</li> </ul>

FUNCTION	SERVICES	TIMEFRAME/STANDARDS	ROLE OF HUMAN RESOURCES	ROLE OF LINE MANAGER
		<ul style="list-style-type: none"> <li>• Arrange interviews in 3 days from date of finalization of shortlisting</li> <li>• Arrange competency assessments in 5 working days after completion of interviews</li> <li>• Facilitate Panel assessment of competency assessment results in 3 working days</li> </ul>	<p>candidates who meet the requirements are short listed</p> <ul style="list-style-type: none"> <li>• Secure venue</li> <li>• Confirm venue, date and time with line management</li> <li>• Invite Labour/Unions</li> <li>• Invite candidates</li> <li>• Prepare interview packs for Selection panel</li> <li>• Serve as secretariat during interviews</li> <li>• Make travel arrangements</li> <li>• Complete BI form for appointment of service provider</li> <li>• Confirm date and venue with service provider</li> <li>• Inform candidates about venue and date of assessment</li> <li>• Make logistical arrangements for candidates</li> <li>• Request assessment reports from service</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitate interviews</li> <li>• Provide refreshments</li> <li>• Fund travel and accommodation for external candidates/panel members</li> <li>• Conduct interviews</li> <li>• Discuss competency assessment reports and finalize panel</li> </ul>

FUNCTION	SERVICES	TIMEFRAME/STANDARDS	ROLE OF HUMAN RESOURCES	ROLE OF LINE MANAGER
		<p>from date of receipt of competency assessment</p> <ul style="list-style-type: none"> <li>Develop and route submission for nominated candidates in 10 working days from date of interviews</li> <li>Issue offer letter in 1 day from date of receipt of approved submission for recommended candidate.</li> <li>Facilitate acceptance of offer in 6 working days from date of issuing of letter</li> </ul>	<p>provider</p> <ul style="list-style-type: none"> <li>Arrange meeting with panel members to discuss reports</li> <li>Conduct Personal suitability checks</li> <li>Draft submission for approval of shortlist and recommended candidate</li> <li>Facilitate approval of recommendation submission</li> <li>Draft offer letter for recommended candidate</li> <li>Facilitate signing of offer letter</li> <li>Issue offer letter to recommended candidate and copy the line manager</li> <li>Receive acceptance of offer from recommended candidate.</li> <li>Send copy of offer letter and acceptance certificate</li> </ul>	<p>recommendation</p> <ul style="list-style-type: none"> <li>Commence candidate Onboarding arrangements (buddy, info packs, workstation, resources, parking etc)</li> <li>Inform HR when candidate assumed e duty on appointment cover letter</li> </ul>

FUNCTION	SERVICES	TIMEFRAME/STANDARDS	ROLE OF HUMAN RESOURCES	ROLE OF LINE MANAGER
		<ul style="list-style-type: none"> <li>Facilitate PERSAL appointment in 1 working day after receipt of Appointment Cover Letter</li> <li>Issue regret letters to candidates who were interviewed unsuccessful in 5 working days after candidate assumed duty.</li> </ul>	<p>to Line Manager</p> <p>Forward approved submission and acceptance to HR Service Benefits for processing of PERSAL</p> <ul style="list-style-type: none"> <li>Draft regret letter(s) for unsuccessful candidate(s)</li> <li>Facilitate dispatch of letters</li> </ul>	



FUNCTION	SERVICES	TIMEFRAME/STANDARDS	ROLE OF HUMAN RESOURCES	ROLE OF LINE MANAGER
People Acquisition	Transfer/Secondment/Acting request	<ul style="list-style-type: none"> <li>Route submission for consideration of transfer/secondment/acting in 2 working days after receipt of request.</li> <li>Issue letter in 1 day from date of receipt of approved submission.</li> <li>Facilitate acceptance of offer in 6 working days from date of issuing of letter</li> <li>Facilitate PERSAL appointment in 1 working day after receipt of Appointment Cover Letter</li> </ul>	<ul style="list-style-type: none"> <li>Receive the request for transfer/secondment/acting</li> <li>Confirm that the post is vacant, funded and all relevant employee details</li> <li>Draft letter for employee</li> <li>Facilitate signing of letter</li> <li>Issue letter to employee and copy the line manager</li> <li>Receive acceptance of offer from employee.</li> <li>Send copy of letter and acceptance certificate to Line Manager</li> <li>Forward approved submission and acceptance to HR Service Benefits for processing of PERSAL</li> </ul>	<ul style="list-style-type: none"> <li>Submit fully completed, validated request to HR.</li> <li>Commence employee Onboarding arrangements (buddy, info packs, workstation, resources, parking etc)</li> </ul>

**Contact persons and details**

DEPUTY DIRECTOR-GENERAL :HUMAN RESOURCES				
<b>DETAILS</b>		Avril Williamson	012-810 8029/30	
	<b>CHIEF DIRECTOR: STRATEGY AND PLANNING</b>	<b>CHIEF DIRECTOR: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT</b>	<b>CHIEF DIRECTOR: EMPLOYEE ENGAGEMENT</b>	
Name	Alinah Fosi	Charlotte Mocke	Sello Malaka	
Business	012 406 4097	012 406 4153	012 406 4128	
Mobile	082 901 9117	082 301 8680	082 800 5641	
Email	Alinah.Fosi@dha.gov.za	Charlotte.Mocke@dha.gov.za	Sello.Malaka@dha.gov.za	
Fax	012 810 7003			
<b>DETAILS</b>	<b>DIRECTOR: HUMAN RESOURCE PLANNING</b>	<b>DIRECTOR: ORGANISATIONAL DEVELOPMENT</b>	<b>DIRECTOR:EMPLOYEE WELLNESS</b>	
Name	Kgomotso Kgang	Tshepo Nkosi	Funiwe Macrery	
Business	012 406 4102	012 406 4099	012 406 4119	
Mobile	082 901 9117	082 528 1022	082 880 1398	
Email	Kgomotso.kgang@dha.gov.za	Tshepo.Nkosi@dha.gov.za	Funiwe.macrery@dha.gov.za	
Fax			012-810 7303	
<b>DETAILS</b>	<b>DIRECTOR: TRANSFORMATION &amp; GENDER</b>	<b>DIRECTOR: LABOUR RELATIONS</b>	<b>DIRECTOR: DEVELOPMENT</b>	<b>PEOPLE</b>
Name	Themba Kgasi	Ronald Oppelt	Mapule Mono	
Business	012	012 406 4130	012 406 4191	
Mobile	079 871 7443	082 883 8659	082 803 7057	
Email	Themba.kgasi.@dha.gov.za	Ronald.Oppelt@dha.gov.za	Mapule.Mono@dha.gov.za	
Fax				