

GREATER TAUNG

LOCAL MUNICIPALITY



Revised Performance Agreement
for the financial year 1 July 2024 – 30 June 2025

Director: Corporate Services

We are a Municipality in Pursuit of Excellence

Performance agreement made and entered into by and between

The Greater Taung Local Municipality represented by **M.A Makuapane**, the Municipal Manager (*herein and after referred as Employer*)

and

T.J Makgolo, the Director: Corporate Service (*herein and after referred as the Employee*) for the period
1 November 2024 to 30 June 2025.

Where as

- a. The Employer has entered into a contract of employment with the Employee in terms of section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act"). The Employer and the Employee are hereinafter referred as "the Parties";
- b. Section 57(1)(b) of the Systems Act, read with the Contract of Employment concluded between the parties, requires the Parties to conclude an annual performance agreement;
- c. The Parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Employee to a set of outcomes that will promote local government goals; and
- d. The Parties wish to ensure that there is compliance with Sections 57(4b) and 57(5) of the Systems Act.

1. INTERPRETATION

1.1 In this Agreement the followings terms will have the meaning ascribed thereto:

1.1.1 "this Agreement" – means the performance agreement between the Employer and the employee and the Annexures thereto;

- 1.1.2 “the Executive Authority” – means the Executive Committee of the Municipality constituted in terms of Section 55 of the Local Government: Municipal Structures Act 117 of 1998 (“the Structures Act”) as represented by its chairperson, the Mayor;
- 1.1.3 “the Employee” means the Director appointed in terms of Section 57 of the Structures Act;
- 1.1.4 “the Employer” means Greater Taung Local Municipality; and
- 1.1.5 “the Parties” means the Employer and Employee.

2. PURPOSE OF THIS AGREEMENT

- 2.1 To comply with the provisions of Section 57(1)(b),(4b) and (5) of the Systems Act as well as the Contract of Employment entered into between the Parties;
- 2.2 To specify objectives and targets established for the Employee and to communicate to the Employee the Employer’s expectations of the Employee’s performance targets and accountabilities;
- 2.3 To specify accountabilities as set out in the Performance Plan (Annexure A);
- 2.4 To monitor and measure performance against set targeted outputs and outcomes;
- 2.5 To establish a transparent and accountable working relationship;
- 2.6 To appropriately reward the employee in accordance with section 11 of this agreement; and
- 2.7 To give effect to the Employer’s commitment to a performance-orientated relationship with the Employee in attaining improved service delivery.

3. COMMENCEMENT AND DURATION

- 3.1 This Agreement will commence on **1 November 2024** and will remain in force until **30 June 2025** where-after a new Performance Agreement shall be concluded between the parties for the next financial year or any portion thereof;
- 3.2 The Parties will conclude a new Performance Agreement that replaces this Agreement at least once a year by not later than 31st of July of the succeeding financial year;
- 3.3 This Agreement will terminate on the termination of the Employee's contract of employment for any reason;
- 3.4 If at any time during the validity of the agreement the work environment alters to the extent that the contents of the agreement are no longer appropriate, the contents must by mutual agreement between the parties, immediately be revised; and
- 3.5 Any significant amendments or deviations must take cognizance of the requirements of sections 34 and 42 of the Municipal Systems Act and Regulation 4(5) of the Regulations.

4. PERFORMANCE OBJECTIVES

- 4.1 The Performance Plan (Annexure A) sets out –
 - 4.1.1 The performance objectives and targets that must be met by the Employee;
 - 4.1.2 The timeframes within which those performance objectives and targets must be met; and
 - 4.1.3 The competencies (Annexure B – definitions in terms of Regulation 21 of 17 January 2014) required to operate effectively as Director in the local government environment.
- 4.2 The performance objectives and targets reflected in Annexure A are set by the Employer in consultation with the Employee and based on the Integrated Development Plan,

Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the Employer, and shall include:

- 4.2.1 Key objectives that describe the main tasks that need to be done;
 - 4.2.2 Key performance indicators that provide the details of the evidence that must be provided to show that a key objective has been achieved;
 - 4.2.3 Target dates that describe the timeframe in which the targets must be achieved; and
 - 4.2.4 Weightings showing the relative importance of the key objectives to each other.
- 4.3 The Personal Development Plan (Annexure C) sets out the Employee's personal development requirements in line with the objectives and targets of the Employer; and
- 4.4 The Employee's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan.

5. PERFORMANCE MANAGEMENT SYSTEM

- 5.1 The Employee agrees to participate in the performance management system that the Employer adopted for the employees of the Employer;
- 5.2 The Employee accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the employees and service providers to perform to the standards required;
- 5.3 The Employer must consult the Employee about the specific performance standards and targets that will be included in the performance management system applicable to the Employee;

- 5.4 The Employee undertakes to actively focus on the promotion and implementation of the key performance indicators (including special projects relevant to the employee's responsibilities) within the local government framework;
- 5.5 The criteria upon which the performance of the Employee shall be assessed shall consist of two components, Operational Performance and Competencies both of which shall be contained in the Performance Agreement;
- 5.6 The Employee's assessment will be based on his performance in terms of the outputs/outcomes (performance indicators) identified as per attached Performance Plan, which are linked to the KPAs, and will constitute 80% of the overall assessment result as per the weightings agreed to between the Employer and Employee:

KEY PERFORMANCE AREA		WEIGHT
1	Basic Service Delivery and Infrastructure Development	0%
2	Municipal Transformation and Institutional Development	66%
3	Local Economic Development	0%
4	Municipal Financial Viability and Management	0%
5	Good Governance and Public Participation	34%
TOTAL		100%

- 5.7 The Competencies will make up the other 20% of the Employee's assessment score. The Competencies are split into two groups, leading competencies (indicated in blue on the graph below) that drive strategic intent and direction and core competencies (indicated in green on the graph below), which drive the execution of the leading competencies.

CORE MANEGERIAL COMPETENCIES	Indicate Choice	WEIGHT
Strategic Direction and Leadership		10%
People Management	Compulsory	10%
Programme and Project Management		10%
Financial Management	Compulsory	10%
Change Leadership		5%
Governance Leadership		10%
Sub Total		55%

CORE OCCUPATIONAL COMPETENCIES	Indicate Choice	WEIGHT
Moral Competence		5%
Planning and Organising		10%
Analysis and Innovation		5%
Knowledge and Information Management		10%
Communication		10%
Results and Quality Focus		5%
Sub Total		45%
TOTAL		100%

6. PERFORMANCE ASSESSMENT

6.1 The Performance Plan (Annexure A) to this Agreement sets out –

6.1.1 The standards and procedures for evaluating the Employee's performance; and

6.1.2 The intervals for the evaluation of the Employee's performance.

6.2 Despite the establishment of agreed intervals for evaluation, the Employer may in addition review the Employee's performance at any stage while the contract of employment remains in force;

6.3 Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan as well as the actions agreed to and implementation must take place within set time frames;

- 6.4 The Employee's performance will be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan (IDP) as described in 6.6 – 6.13 below;
- 6.5 The Employee will submit quarterly performance reports (SDBIP) and a comprehensive annual performance report at least one week prior to the performance assessment meetings to the Evaluation Panel Chairperson for distribution to the panel members for preparation purposes;
- 6.6 Assessment of the achievement of results as outlined in the performance plan:
- 6.6.1 Each KPI or group of KPIs shall be assessed according to the extent to which the specified standards or performance targets have been met and with due regard to ad-hoc tasks that had to be performed under the KPI;
- 6.6.2 A rating on the five-point scale described in 6.9 below shall be provided for each KPI or group of KPIs which will then be multiplied by the weighting to calculate the final score;
- 6.6.3 The Employee will submit his self-evaluation to the Employer prior to the formal assessment;
- 6.6.4 In the instance where the employee could not perform due to reasons outside the control of the employer and employee, the KPI will not be considered during the evaluation. The employee should provide sufficient evidence in such instances; and
- 6.6.5 An overall score will be calculated based on the total of the individual scores calculated above.
- 6.7 Assessment of the Competencies:
- 6.7.1 Each Competency will be assessed in terms of the descriptions provided (Annexure B) on a 360-degree basis during the mid-year and year-end reviews and will inform the final score awarded by the evaluation committee. 360-degree

means that the employee's peers and managers reporting to him will assess his/her Competencies;

6.7.2 A rating on the five-point scale described in 6.10 below shall be provided for each Competency which will then be multiplied by the weighting to calculate the final score; and

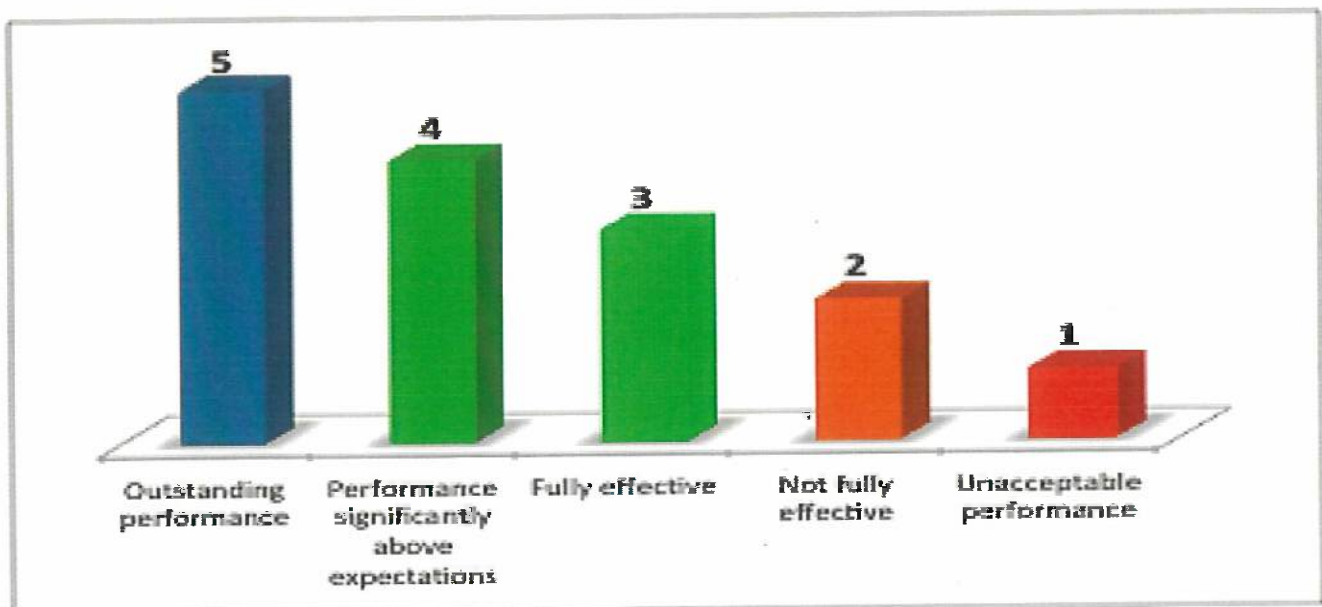
6.7.3 An overall score will be calculated based on the total of the individual scores calculated above.

6.8 Overall rating

6.8.1 An overall rating is calculated by adding the overall scores as calculated in 6.6.5 and 6.7.3 above; and

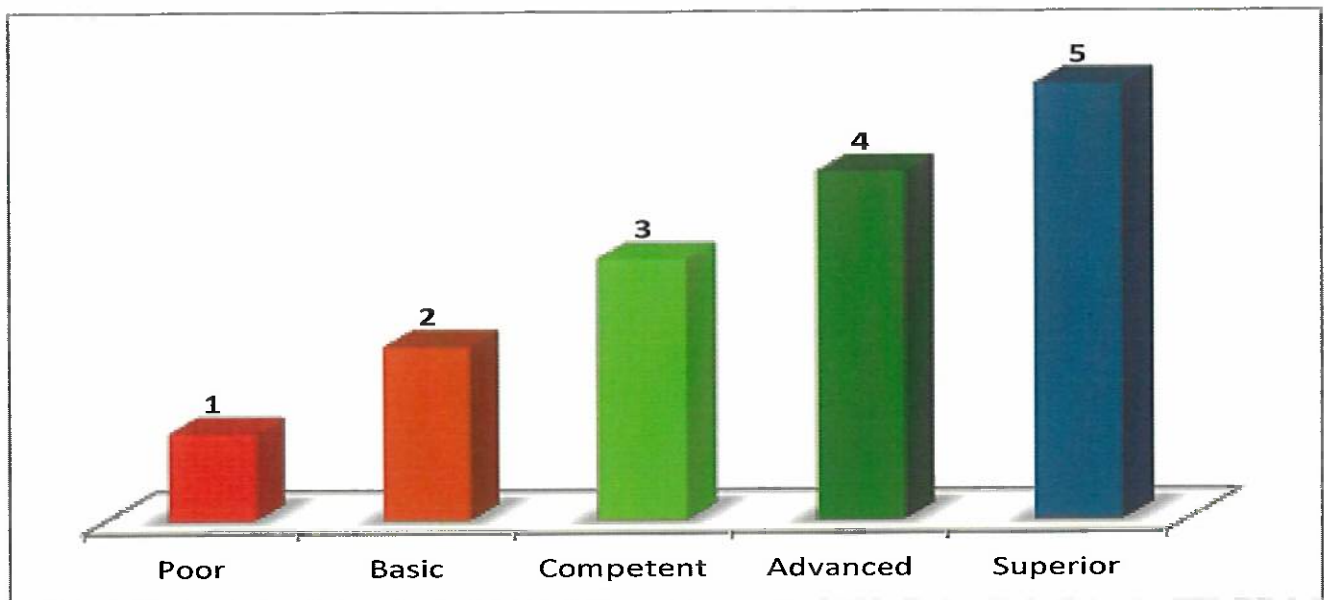
6.8.2 Such overall rating represents the outcome of the performance appraisal.

6.9 The assessment of the performance of the Employee will be based on the following rating scale for KPIs:



Terminology	Description
Outstanding performance	Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance plan and maintained this in all areas of responsibility throughout the year.
Performance significantly above expectations	Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year.
Fully effective	Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.
Not fully effective	Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the PA and Performance Plan.
Unacceptable performance	Performance does not meet the standard expected for the job. The review/assessment indicates that they employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.

6.10 The assessment of the competencies will be based on the following rating scale:



Achievement Level	Description
Poor	Do not apply the basic concepts and methods to proof a basic understanding of local government operations and requires extensive supervision and development interventions.
Basic	Applies basic concepts, methods, and understanding of local government operations, but requires supervision and development intervention.
Competent	Develops and applies more progressive concepts, methods and understanding. Plans and guides the work of others and executes progressive analysis.
Advanced	Develops and applies complex concepts, methods and understanding. Effectively directs and leads a group and executes in-depth analysis.
Superior	Has a comprehensive understanding of local government operations, critical in strategic shaping strategic direction and change, develops and applies comprehensive concepts and methods.

6.11 For purposes of evaluating the performance of the Employee for the mid-year and year-end reviews, an evaluation panel constituted of the following persons will be established:

6.11.1 Municipal Manager;

6.11.2 Municipal Manager from another municipality;

6.11.3 Chairperson of the Performance Audit Committee or in his/her absence thereof, the Chairperson of the Audit Committee; and

6.11.4 Member of Exco (Portfolio Chairperson).

6.11.5 Head of Unit: Performance Management System (as secretary)

6.12 The Municipal Manager will evaluate the performance of the Employee as at the end of the 1st and 3rd quarters; and

6.13 The Municipal Manager will give performance feedback to the Employee within five (5) working days after each quarterly and annual assessment meeting.

7. SCHEDULE FOR PERFORMANCE REVIEWS

- 7.1 The performance of the Employee in relation to his performance agreement shall be reviewed on the following dates with the understanding that the reviews in the first and third quarter may be verbal if performance is satisfactory:

Quarter	Review Period	Review to be completed by
1	July – September 2024	October 2024 (informal)
2	October – December 2024	February 2025
3	January – March 2025	April 2025 (Informal)
4	April – June 2025	September 2025

- 7.2 The Employer shall keep a record of the mid-year and year-end assessment meetings;
- 7.3 Performance feedback shall be based on the Employer's assessment of the Employee's performance;
- 7.4 The Employer will be entitled to review and make reasonable changes to the provisions of Annexure A from time to time for operational reasons. The Employee will be fully consulted before any such change is made; and
- 7.5 The Employer may amend the provisions of Annexure A whenever the performance management system is adopted, implemented and/or amended as the case may be. In that case, the Employee will be fully consulted before any such change is made.

8. DEVELOPMENTAL REQUIREMENTS

The Personal Development Plan (PDP) for addressing developmental gaps is attached as Annexure C. Such Plan may be implemented and/or amended as the case may be after each assessment. In that case, the Employee will be fully consulted before any such change or plan is made.

9. OBLIGATIONS OF THE EMPLOYER

9.1 The Employer shall-

- 9.1.1 Create an enabling environment to facilitate effective performance by the employee;
- 9.1.2 Provide access to skills development and capacity building opportunities;
- 9.1.3 Work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee;
- 9.1.4 On the request of the Employee delegate such powers reasonably required by the Employee to enable him to meet the performance objectives and targets established in terms of this Agreement; and
- 9.1.5 Make available to the Employee such resources as the Employee may reasonably require from time to time assisting him to meet the performance objectives and targets established in terms of this Agreement.

10. CONSULTATION

- 10.1 The Employer agrees to consult the Employee timeously where the exercising of its powers will have amongst others-
 - 10.1.1 A direct effect on the performance of any of the Employee's functions;
 - 10.1.2 Commit the Employee to implement or to give effect to a decision made by the Employer; and
 - 10.1.3 A substantial financial effect on the Employer.
- 10.2 The Employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in clause 12.1 as soon as is practicable to enable the Employee to take any necessary action with delay.

11. REWARD

- 11.1 The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance;
- 11.2 The payment of the performance bonus is determined by the performance score obtained during the 4th quarter and as informed by the quarterly performance assessments;
- 11.3 The performance bonus will be awarded based on the following scheme:

Level of performance	Description	Allocated Total Score	Bonus % of the Total Package
5.0	Outstanding Performance	Above 150%	10% - 14%
4.0	Performance significantly above expectations	130 – 149%	5% - 9%
3.0	Fully effective (meets the standard)	100 – 129%	0%
2.0	Performance not fully effective	50 – 99%	0%
1.0	Unacceptable Performance	1 – 49%	

- 11.4 In the event of the Employee terminating his services during the validity period of this Agreement, the Employee's performance will be evaluated for the portion during which he was employed and he will be entitled to a pro-rata performance bonus based on his evaluated performance for the period of actual service; and
- 11.5 The Employer will submit the total score of the annual assessment and of the Employee, to full Council for purposes of recommending the bonus allocation.

12. MANAGEMENT OF EVALUATION OUTCOMES

- 12.1 Where the Employer is, any time during the Employee's employment, not satisfied with the Employee's performance with respect to any matter dealt with in this Agreement, the Employer will give notice to the Employee to attend a meeting;

- 12.2 The Employee will have the opportunity at the meeting to satisfy the Employer of the measures being taken to ensure that his performance becomes satisfactory and any programme, including any dates, for implementing these measures;
- 12.3 Where there is a dispute or difference as to the performance of the Employee under this Agreement, the Parties will confer with a view to resolving the dispute or difference; and
- 12.4 In the case of unacceptable performance, the Employer shall –
- 12.4.1 Provide systematic remedial or developmental support to assist the Employee to improve his performance; and
- 12.4.2 After appropriate performance counselling and having provided the necessary guidance and/or support as well as reasonable time for improvement in performance, the Employer may consider steps to terminate the contract of employment of the Employee on grounds of unfitness or incapacity to carry out his or her duties.

13. DISPUTE RESOLUTION

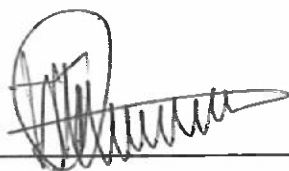
- 13.1 In the event that the Employee is dissatisfied with any decision or action of the Employer in terms of this Agreement, or where a dispute or difference arises as to the extent to which the Employee has achieved the performance objectives and targets established in terms of this Agreement, the Employee may within 3 (three) business days, meet with the Employer with a view to resolving the issue. The Employer will record the outcome of the meeting in writing;
- 13.2 If the Parties cannot resolve the issues within 10 (ten) business days, an independent arbitrator, acceptable to both parties, shall be appointed to resolve the matter within 30 (thirty) business days;

- 13.3 In the instance where the matters referred to in 13.2 were not successfully resolved, the matter shall be referred to the Mayor to mediate the issues within 30 (thirty) business days of receipt of a formal dispute from the Employee.
- 13.4 The decision of the Mayor shall be final and binding on both parties; and
- 13.5 In the event that the mediation process contemplated above fails, the relevant clause of the Contract of Employment shall apply.

GENERAL

- 13.6 The contents of this agreement and the outcome of any review conducted in terms of Annexure A may be made available to the public by the Employer; and
- 13.7 Nothing in this agreement diminishes the obligations, duties or accountabilities of the Employee in terms of his contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

Thus, done and signed at Taung on this 7th day of March 2025.



T.J Makgolo

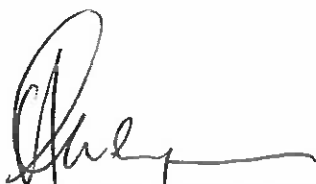
Director Corporate Services



Employee's Witness (In print initials and Surname)



Signature

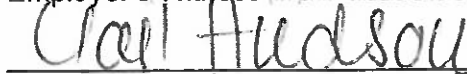


M.A Makuapane

Municipal Manager



Employer's Witness (In print initials and Surname)



Signature

The Performance Plan sets out:

- a) Key Performance Areas that the employee should focus on, performance objectives, key performance indicators and targets that must be met within a specific timeframe; and
- b) The Competencies required from employees prescribed in the Regulations on the appointment and conditions of employment of senior managers, R21 of 2014.

KEY PERFORMANCE INDICATORS

The key performance areas, the performance objectives, key performance indicators and targets that must be met within the agreed timeframe are described below. The assessment of these performance indicators will account for 80% of the total employee assessment score.

REF	National KPA	Strategic Objective	KPI / Unit of measurement	Ward	Baseline	Portfolio of Evidence	Revised Annual Target	Target				
								Q1	Q2	Q3	Q4	Weight
DCS86 DCS80	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of monthly departmental management meetings held by end June 2025	N/A	9	Meeting Minutes, Attendance Register	12	3	3	3	3	3%
DCS87 DCS84	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of quarterly reports submitted to Portfolio on the implementation of Council Resolutions by end June 2025	N/A	4	Portfolio Meeting Minutes, Attendance Register	4	1	1	1	1	3%
DCS88 DCS82	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of quarterly security reports submitted to Portfolio by end June 2025	N/A	2	Portfolio Meeting Minutes, Attendance Register	4	1	1	1	1	3%
DCS89 DCS83	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of risk registers updated by end June 2025	N/A	4	Attendance Register	4	1	1	1	1	3%
DCS90	Good Governance and Public Participation	Improve organisational cohesion and effectiveness	Number of performance agreements of all municipal employees in the Department signed by end August 2024	N/A	New KPI for 2024/25	Signed Performance Agreements	41	41	0	0	0	4%
DCS91	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of quarterly consolidated C88 Reports for the Department submitted by end June 2025	N/A	New KPI for 2024/25	Acknowledgement of Receipt from PMS Unit	4	1	1	1	1	3%
DCS92 DCS84	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of monthly Audit Action Plan updates submitted to Internal Audit, within 7 days after month-end, on the corrective actions implemented to address the matters raised in the management letter of the AG for which the department is responsible by end June 2025	N/A	0	Updated Audit Action Plan / Proof of Submission	6	0	0	3	3	3%
DCS93 DCS86	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of monthly reports received from the Office of the Speaker on the sitting of 24 Ward Committees by end June 2025	N/A	12	Office of the Speaker Monthly Reports	12	3	3	3	3	3%
DCS94	Good Governance and	Promote a participatory	Number of quarterly Statutory ExCo	N/A	7	ExCo Agenda.	4	1	1	1	1	3%

REF	National KPA	Strategic Objective	KPI / Unit of measurement	Ward	Baseline	Portfolio of Evidence	Revised Annual Target	Target				
								Q1	Q2	Q3	Q4	Weight
DCS86	Public Participation	culture and good governance	meetings arranged in accordance with the Structures Act by end June 2025			Meeting Minutes						
DCS95 DCS87	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of quarterly Statutory Council meetings arranged in accordance with the Structures Act by end June 2025	N/A	12	Council Agenda. Meeting Minutes	4	1	1	1	1	3%
TL20 DCS96 TL48 DCS88	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of training programmes implemented for Municipal officials by end April 2025	N/A	11	Proof of Registration / Attendance Register / Results	10	2	3	3	2	2%
TL21 DCS97 TL49 DCS89	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of training programmes implemented for Municipal Councillors by end April 2025	N/A	4	Proof of Registration / Attendance Register / Results	5	1	1	2	1	2%
TL22 DCS98 TL20 DCS90	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Percentage of the municipal budget actually spent on implementing its workplace skills plan measured as (Total Actual Training Expenditure/ Total Operational Budget) x100) by end June 2025	N/A	89%	Expenditure Report	90%	30%	60%	90%	0%	2%
TL23 DCS99 TL24 DCS94	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of students financially-supported by end March 2025	N/A	54	Bursary-Letters	Removed during revision	0	0	40	0	0%
DCS99 DCS92	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of Training and Employment Equity Committee meetings facilitated by end June 2025	N/A	40	Meeting Minutes. Attendance Register	4	1	1	1	1	2%
DCS100 DCS93	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of training and learning interventions for unemployed youth facilitated by end June 2025	All	2	Attendance Register / Programme	2	0	1	0	1	3%
DCS101 DCS94	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of work integrated opportunities of experiential learners facilitated by end June 2025	All	6	Attendance Register	8	0	0	0	8	3%
DCS102 DCS95	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Workplace Skills Plan developed and submitted to LGSETA by the end of April 2025	N/A	1	Acknowledgement Letter from LGSETA	1	0	0	0	1	3%
DCS103	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of mobile offices procured by end June 2025	N/A	1	Delivery Note. Invoice	15	0	0	0	15	3%

REF	National KPA	Strategic Objective	KPI / Unit of measurement	Ward	Baseline	Portfolio of Evidence	Revised Annual Target	Target				
								Q1	Q2	Q3	Q4	Weight
	Transformation	effectiveness										
DCS104 DCS96	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of quarterly reports to Portfolio on the status of litigations against GTLM by end June 2025	N/A	4	Portfolio Meeting Minutes. Attendance Register	4	1	1	1	1	3%
TL23 DCS105 TL23 DCS97	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of people from EE target groups employed in the three highest levels of management in accordance with approved Municipal Employment Equity Plan by end March 2025	N/A	5	Appointment Letters	3	1	1	1	0	2%
DCS106 DCS98	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of vacant funded position filled by June 2025	N/A	11	Appointment Letters	10	3	3	2	2	3%
DCS107 DCS99	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of Employee Assistance interventions facilitated by end June 2025	N/A	5	Assessment Reports / Attendance Register	8	2	2	2	2	3%
DCS108 DCS400	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of quarterly reports on the status of disciplinary hearings submitted to Portfolio by end June 2025	N/A	4	Portfolio Meeting Minutes. Attendance Register	4	1	1	1	1	2%
DCS109 DCS401	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of quarterly LLF meetings facilitated by end June 2025	N/A	5	Attendance Register. Meeting Minutes	4	1	1	1	1	2%
DCS110 DCS402	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Progress report on EE submitted to DoL by 15 January 2025	N/A	1	Acknowledgment Letter from DoL	1	0	0	1	0	3%
DCS111 DCS403	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of Workmen's Compensation Reports submitted to the DoL by end June 2025	N/A	1	Proof of Payment / Assessment Report	1	0	0	0	1	3%
DCS112 DCS404	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of quarterly OHS meetings facilitated by end June 2025	N/A	8	Meeting Minutes. Attendance Register	4	1	1	1	1	2%
DCS113 DCS405	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of quarterly inspections conducted for OHS compliance and reports submitted to Portfolio by end June 2025	N/A	4	Portfolio Meeting Minutes. Attendance Register	4	1	1	1	1	2%
DCS114 DCS406	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of bi-annual H&S Risk Assessments conducted by end June 2025	N/A	2	Risk Assessment Report	2	1	0	1	0	3%

REF	National KPA	Strategic Objective	KPI / Unit of measurement	Ward	Baseline	Portfolio of Evidence	Revised Annual Target	Target				Weight
								Q1	Q2	Q3	Q4	
DCS115 DCS407	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Number of annual medical surveillance conducted on employees by end August 2024	N/A	150	Medical Assessment Report	150	150	0	0	0	3%
DCS116 DCS408	Municipal Institutional Development and Transformation	Improve organisational cohesion and effectiveness	Percentage of approved budget spent protective clothing measured as (Total budget spent/ Total approved budget X 100) by end June 2025	N/A	Not reported	Expenditure Report	100%	30%	60%	90%	10%	3%
DCS117 DCS409	Good Governance and Public Participation	Promote a participatory culture and good governance	MPAC Annual Work Plan Program Submitted to Council for approval by end June 2025	N/A	1	Work Plan Program. Council Minutes	1	0	0	0	1	2%
DCS118 DCS410	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of public hearing meetings conducted on the 2022/23 and 2023/24 Annual Reports by end March 2025	N/A	1	Attendance Register. Meeting Minutes	2	0	0	2	0	3%
DCS119 DCS411	Municipal Institutional Development and Transformation	Promote a participatory culture and good governance	Number of Oversight Reports on the 2022/23 and 2023/24 Annual Reports submitted to Council by end March 2025	N/A	1	Oversight Report. Council Minutes	2	0	0	2	0	3%
DCS120 DCS412	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of monthly MPAC meetings held by end June 2025	N/A	23	Attendance Register. Meeting Minutes	12	3	3	3	3	2%
DCS121 DCS413	Good Governance and Public Participation	Promote a participatory culture and good governance	Number of quarterly progress report on all Council referrals and investigations conducted by MPAC submitted to Council by end June 2025	N/A	4	Council Minutes	4	1	1	1	1	2%
DCS122 DCS414	Municipal Institutional Development and Transformation	To maintain a reliable ICT infrastructure and render effective end-user support	Number of monthly reports submitted to the Director on the IT status and activities by end June 2025	N/A	12	Signed Report / Acknowledgement of Receipt	12	3	3	3	3	1%
DCS415	Municipal Institutional Development and Transformation	To maintain a reliable ICT infrastructure and render effective end-user support	Number of monthly unit meetings held by end June 2025	N/A	42	Meeting Minutes. Attendance Register	Removed during revision	3	3	3	3	0%
DCS123	Municipal Institutional Development and Transformation	To maintain a reliable ICT infrastructure and render effective end-user support	Percentage of approved budget spent on computer equipment measured as (Total budget spent / Total approved budget x 100) by end June 2025	N/A	New KPI for 2024/25	Meeting Minutes. Attendance Register	100%	25%	50%	75%	100%	2%
								TOTAL				100%

COMPETENCIES

The competencies required from employees prescribed in the Regulations on the appointment and conditions of employment of senior managers, R21 of 2014. The assessment of these competencies will account for 20% of the total employee assessment score.

Annexure B describes the different achievement levels for each Competency and should therefore form part of this section of the Performance Plan.

Competency	Definition	Weight
LEADING COPETENCIES		
Strategic Direction and Leadership	Provide and direct a vision for the institution and inspire and deploy others to deliver on the strategic institutional mandate. It includes: • Impact and influence; • Institutional performance management; • Strategic planning and management; and • Organisational awareness.	10%
People Management (Compulsory)	Effectively manage, inspire and encourage people, respect diversity, optimise talent and build and nurture relationships in order to achieve institutional objectives. It includes: • Human capital planning and development; • Diversity management; • Employee relations management; and • Negotiation and dispute management.	10%
Programme and Project Management	Able to understand program and project management methodology; plan, manage, monitor and evaluate specific activities in order to deliver on set objectives. It includes: • Program and project planning and implementation; • Service delivery management; and • Program and project monitoring and evaluation.	10%
Financial Management (Compulsory)	Able to compile, plan and manage budgets, control cash flow, institute financial risk management and administer procurement processes in accordance with recognised financial practices. Further to ensure that all financial transactions are managed in an ethical manner. It includes: • Budget planning and execution; • Financial strategy and delivery; and • Financial reporting and delivery.	10%
Change Leadership	Able to direct and initiate transformation on all levels in order to successfully drive and implement new initiatives and deliver professional and quality services to the community. It includes: • Change vision and strategy; • Process design and improvement; and	10%

Competency	Definition	Weight
	Change impact monitoring and evaluation.	
Governance Leadership	Able to promote, direct and apply professionalism in managing risk and compliance requirements and apply a thorough understanding of governance practices and obligations. Further, able to direct the conceptualisation of relevant policies and enhance cooperative governance relationships. It includes: - Policy formulation; - Risk and compliance management; and - Cooperative governance.	10%
CORE COMPETENCIES		
Moral Competence	Able to identify moral triggers, apply reasoning that promotes honesty and integrity and display behaviour that reflects moral competence.	5%
Planning and Organising	Able to plan, prioritise and organise information and resources effectively to ensure the quality of service delivery and build efficient contingency plans to manage risk.	10%
Analysis and Innovation	Able to critically analyse information, challenges and trends to establish and implement fact-based solutions that are innovative to improve institutional processes in order to achieve key strategic objectives.	5%
Knowledge and Information Management	Able to promote the generation and sharing of knowledge and information through various processes and media, in order to enhance the collective knowledge base of local government.	5%
Communication	Able to share information, knowledge and ideas in a clear, focused and concise manner appropriate for the audience in order to effectively convey, persuade and influence stakeholders to achieve the desired outcome.	10%
Results and Quality Focus	Able to maintain high quality standards, focus on achieving results and objectives while consistency striving to exceed expectations and encourage others to meet quality standards. Further, to actively monitor and measure results and quality against identified objectives.	5%
TOTAL		100%

Cluster	Leading Competencies		
Competency Name	Strategic Direction and Leadership		
Competency Definition	Provide and direct a vision of the institution, and inspire and deploy others to deliver on the strategic institutional mandate		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
- Describe how specific tasks link to institutional strategies but has limited influence in directing strategy - Understand institutional and departmental strategic objectives, but lacks the ability to inspire others to achieve set mandate - Has a basic understanding knowledge of institutional performance management, but lacks the ability to integrate systems into a collective whole - Demonstrate a basic understanding of key decision-makers	- Develop action plans to execute and guide strategy implantation - Understand the aim and objectives of the institution and relate it to own work - Give direction to a team in realising the institution's strategic mandate and set objectives - Provide guidance to all stakeholders in the achievement of the strategic mandate - Assist in defining performance measures to monitor the progress and effectiveness of the institution - Has positive impact and influence on the morale, engagement and participation of team members - Display an awareness of institutional structures and political factors - Effectively communicate barriers to execution to relevant parties	- Evaluate all activities to determine value and alignment to strategic intent - Display in-depth knowledge and understanding of strategic planning - Align strategy and goals across all functional areas - Consistently challenge strategic plans to ensure relevance - Guide the institution through complex and ambiguous concern - Empower others to follow strategic direction and deal with complex situations - Actively define performance measures to monitor the progress and effectiveness of the institution - Use understanding of power relationships and dynamic tensions among key players to frame communications and develop strategies and alliances - Understand institutional structures and political factors, and the consequences of actions	- Provide impact and influence through building and maintaining strategic relationships - Actively use in-depth knowledge and understanding to develop and implement a comprehensive institutional framework - Hold self, accountable for strategy execution and results - Uses understanding of competing interests to manoeuvre successfully to a win-win outcome - Create an environment that facilitates loyalty and innovation and display a superior level of self-discipline and integrity in actions - Integrate various systems into a collective whole to optimise institutional performance management - Structure and position the institution to local government priorities

Cluster	Leading Competencies		
Competency Name	People Management (Compulsory)		
Competency Definition	Effectively manage, inspire and encourage people, respect diversity, optimise talent and build and nurture relationships in order to achieve institutional objectives		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
• Participate in team goalsetting and problem solving • Interact and collaborate with people of diverse background • Aware of guidelines for employee development, but requires support in implementing development initiatives	• Facilitate team goalsetting and problem solving • Respect and support the diverse nature of others and be aware of the benefits of a diverse approach • Seek opportunities to increase team contribution and responsibility • Effectively delegate tasks and empower others to increase contribution and execute functions optimally • Apply relevant employee legislation fairly and consistently • Effectively identify capacity requirements to fulfil the strategic mandate	• Identify effective team and work processes and recommend remedial interventions • Recognise and reward effective and desired behaviour • Provide mentoring and guidance to others in order to increase personal effectiveness • Identify development and learning needs within the team • Build a work environment conducive to sharing, innovation, ethical behaviour and professionalism • Inspire a culture of performance excellence by giving feedback to the team • Achieve agreement or consensus in adversarial environments • Lead and unite diverse teams across divisions to achieve institutional objectives	• Develop and incorporate best practice people management processes, approaches and tools across the institution • Foster a culture of discipline, responsibility and accountability • Understand the impact of diversity in performance and actively incorporate a diversity strategy in the institution • Develop comprehensive integrated strategies and approaches to human capital development and management • Actively identify trends and predict capacity requirements to facilitate unified transition and performance management

Cluster	Leading Competencies		
Competency Name	Program and Project Management		
Competency Definition	Able to understand program and project management methodology; plan, manage, monitor and evaluate specific activities in order to deliver on set objectives		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
• Initiate projects after approval from higher authorities • Understand procedures of program and project management methodology, implications and stakeholder involvement • Understand the rational of projects in relation to the institution's strategic objectives • Document and communicate factors and risk associated with own work • Use results and approaches of successful project implementation as guide	• Establish broad stakeholder involvement and communicate the project status and key milestones • Define the roles and responsibilities of the project team and create clarity around expectations • Find balance between project deadline and the quality deliverables • Identify appropriate project resources to facilitate the effective completion of the deliverables • Comply with statutory requirements and apply policies in a consistent manner • Monitor progress and use of resources and make needed adjustments to timelines, steps and resource allocation	• Manage multiple programs and balance priorities and conflicts according to institutional goals • Apply effective risk management strategies through impact assessment and resource requirements • Modify project scope and budget when required without compromising the quality and objectives of the project • Involve top-level authorities and relevant stakeholders in seeking project buy-in • Identify and apply contemporary project management methodology • Influence and motivate projects team to deliver exceptional results • Monitor policy implementation and apply procedures to manage risks	• Understand and conceptualise the long-term implications of desired project outcomes • Direct a comprehensive strategic macro and micro analysis and scope projects accordingly to realise institutional objectives • Consider and initiate projects that focus on achievement of the long-term objectives • Influence people in positions of authority to implement outcomes of projects • Lead and direct translation of policy into workable action plans • Ensure that programs are monitored to track progress and optimal resource utilisation, and that adjustments are made as needed

Cluster	Leading Competencies			
Competency Name	Financial Management (Compulsory)			
Competency Definition	Able to compile, plan and manage budgets, control cash flow, institute financial risk management and administer procurement processes in accordance with recognised financial practices. Further to ensure that all financial transactions are managed in an ethical manner			
ACHIEVEMENT LEVELS				
BASIC	COMPETENT	ADVANCED	SUPERIOR	
• Understand basic financial concepts and methods as they are related to institutional processes and activities • Display awareness into the various sources of financial data, reporting mechanisms, financial governance, processes and systems • Understand the importance of financial accountability • Understand the importance of asset control	• Exhibit knowledge of general financial concepts, planning, budgeting and forecasting, and how they interrelate • Assess, identify and manage financial risks • Assume a cost saving approach to financial management • Prepare financial reports based on specific formats • Consider and understand the financial implications of decisions and suggestions • Ensure that delegation and instructions as required by National Treasury guideline, are reviewed and updated • Identify and implement proper monitoring and evaluation practices to ensure appropriate spending against budget	• Take active ownership of planning, budgeting, and forecast processes and provide credible answers to queries within own responsibility • Prepare budgets that are aligned to the strategic objectives of the institution • Address complex budgeting and financial management concerns • Put systems and processes in place to enhance the quality and integrity of financial management practices • Advise on policies and procedures regarding asset control • Promote National Treasury's regulatory framework for financial management	• Develop planning tools to assist in evaluating and monitoring future expenditure trends • Set budget frameworks for the institution • Set strategic direction for the institution on expenditure and other financial processes • Build and nurture partnerships to improve financial management and achieve financial savings • Actively identify and implement new methods to improve asset control • Display professionalism in dealing with financial data and processes	

Cluster	Leading Competencies			
Competency Name	Change Leadership			
Competency Definition	Able to direct and initiate institutional transformation on all levels in order to successfully drive and implement new initiatives and deliver professional and quality services to the community			
ACHIEVEMENT LEVELS				
BASIC	COMPETENT	ADVANCED	SUPERIOR	
• Display an awareness of change interventions and the benefits of transformation initiatives • Able to identify basic needs for change • Identify gaps between the current and desired state • Identify potential risks and challenges to transformation, including resistance to change factors • Participate in change programs and piloting change interventions • Understand the impact of change interventions on the institution within the broader scope of local government	• Perform an analysis of the change impact on the social, political and economic environment • Maintain calm and focus during change • Able to assist team members during change and keep them focused on the deliverables • Volunteer to lead change efforts outside of own work team • Able to gain buy-in and approval for change from relevant stakeholders • Identify change readiness levels and assist in resolving resistance to change factors • Design change interventions that are aligned with the institution's strategic objectives and goals	• Actively monitor change impact and results and convey progress to relevant stakeholders • Secure buy-in and sponsorship for change initiatives • Continuously evaluate change strategy and design and introduce new approaches to enhance the institution's effectiveness • Build and nurture relationships with various stakeholders to establish strategic alliance in facilitating change • Take the lead in impactful change programs • Benchmark change interventions against best change practices • Understand the impact and psychology of change, and put remedial interventions in place to facilitate effective transformation • Take calculated risk and seek new ideas from best practice scenarios and identify the potential implementation	• Sponsor change agents and create a network of change leaders who support the interventions • Actively adapt current structures and processes to incorporate the change interventions • Mentor and guide team members on the effects of change, resistance factors and how to integrate change • Motivate and inspire others around change initiatives	

Cluster	Leading Competencies		
Competency Name	Governance Leadership		
Competency Definition	Able to promote, direct and apply professionalism in managing risk and compliance requirements and apply a thorough understanding of governance practices and obligations. Further, able to direct the conceptualisation of relevant policies and enhance cooperative governance relationships		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
• Display a basic awareness of risk, compliance and governance factors but require guidance and development in implementing such requirements • Understand the structure of cooperative government but requires guidance on fostering workable relationships between stakeholders • Provide input into policy formulation	• Display a thorough understanding of governance, risk and compliance factors and implement plans to address these • Demonstrate understanding of the techniques and processes for optimising risk-taking decisions within the institution • Actively drive policy formulation within the institution to ensure the achievement of objectives	• Able to link initiatives into key institutional objectives and drivers • Identify, analyse and measure risk, create valid risk forecasts and map risk profiles • Apply risk control methodology and approaches to prevent and reduce risk that impede on the achievement of institutional objectives • Demonstrate a thorough understanding of risk retention plans • Identify and implement comprehensive risk management systems and processes • Implement and monitor the formulation of policies, identify and analyse constraints and challenges with implementation and provide recommendations for improvement	• Demonstrate a higher level of commitment in complying with governance requirements • Implement governance and compliance strategy to ensure achievement of institutional objectives within the legislative framework • Able to advise Local Government on risk management strategies, best practice interventions and compliance management • Able to forge positive relationships on cooperative governance level in order to enhance the effectiveness of local government • Able to shape, direct and drive the formulation of policies on a macro level

Cluster	Core Competencies		
Competency Name	Moral Competence		
Competency Definition	Able to identify moral triggers, apply reasoning that promotes honesty and integrity and consistently display		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
- Realise the impact of acting with integrity, but requires guidance and development in implementing principles - Follow the basic rules and regulations of the institution - Able to identify basic moral situations, but requires guidance and development in understanding and reasoning with moral intent	- Conduct self in line with the values of Local Government and the institution - Able to openly admit own mistakes and weaknesses and seek assistance from others when unable to deliver - Actively report fraudulent activity and corruption within local government - Understand and honour the confidential nature of matters without seeking professional gain - Able to deal with situations of conflict of interest promptly and in the best interest of local government	- Identify, apply and measures of self-correction - Able to gain trust and respect through aligning actions with commitments - Make proposals and recommendations that are transparent and gain the approval of relevant stakeholders - Present values, beliefs and ideas that are congruent with the institution's rules and regulations - Take an active stance against corruption and dishonesty when noted - Actively promote the value of the institution to internal and external stakeholders - Able to work in unity with a team and not seek personal gain - Apply universal moral principles consistently to achieve moral decisions	- Create an environment conducive of moral practices - Actively develop and implement measures to combat fraud and corruption - Set integrity standards and shared accountability measures across the institution to support the objectives of local government - Take responsibility for own actions and decisions, even if the consequences are unfavourable

Cluster	Core Competencies		
Competency Name	Planning and Organising		
Competency Definition	Able to plan, prioritise and organise information effectively to ensure the quality of service delivery and build efficient contingency plans to manage risk		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
• Able to follow basic plans and organise tasks around set objectives • Understand the process of planning and organising but requires guidance and development in providing detailed and comprehensive plans • Able to follow existing plans and ensure that objectives are met • Focus on short-term objectives in developing plans and actions • Arrange information and resources required for a task, but require further structure and organisation	• Actively and appropriately organise information and resources required for a task • Recognise the urgency and importance of tasks • Balance short and long-term plans and goals and incorporate them into the team's performance objectives • Schedules tasks to ensure they are performed within budget and with efficient use of time and resources • Measure progress and monitor performance results	• Able to define institutional objectives, develop comprehensive plans, integrate and coordinate activities, and assign appropriate resources for successful implementation • Identify in advance required stages and actions to complete tasks and projects • Schedule realistic timelines, objectives and milestones for tasks and projects • Procure clear, detailed and comprehensive plans to achieve institutional objectives • Identify possible risk factors and design and implement appropriate contingency plans • Adapt plans in light of changing circumstance • Priorities tasks and projects according to their relevant urgency and importance	• Focus on broad strategies and initiatives when developing plans and actions • Able to project and forecast short, medium and long-term requirements of the institution and local government • Translate policy into relevant projects to facilitate the achievement of institutional objectives

Cluster	Core Competencies			
Competency Name	Analysis and Innovation			
Competency Definition	Able to critically analyse information, challenges and trends to establish and implement fact-based solutions that are innovative to improve institutional processes in order to achieve key strategic objectives			
ACHIEVEMENT LEVELS				
BASIC	COMPETENT	ADVANCED	SUPERIOR	
- Understand the basic operation of analysis, but lack detail and thoroughness - Able to balance independent analysis with requesting assistance from others - Recommend new ways to perform tasks within own function - Propose simple remedial interventions that marginally challenges the status quo - Listen to the ideas and perspectives of others and explore opportunities to enhance such innovative thinking	- Demonstrate logical problem-solving techniques and approaches and provide rational for recommendations - Demonstrate objectivity, insight and thoroughness when analysis problems - Able to break down complex problems into manageable parts and identify solutions - Consult internal and external stakeholders on opportunities to improve processes and service delivery - Clearly communicate the benefits of new opportunities and innovative solutions to stakeholders - Continuously identify opportunities to enhance internal processes - Identify and analyse opportunities conducive to innovative approaches and propose remedial intervention	- Coaches team members on analytical and innovative approaches and techniques - Engage with appropriate individuals in analysing and resolving complex problems - Identify solutions on various areas in the institution - Formulate and implement new ideas throughout the institution - Able to gain approval and buy-in for proposed interventions from relevant stakeholders - Identify trends and best practices in process and service delivery and propose institutional applications - Continuously engage in research to identify client needs	- Demonstrate complex analytical and problem-solving approaches and techniques - Create an environment conducive to analytical and fact-based problem solving - Analyse, recommend solutions and monitor trends in key challenges to prevent and monitor occurrence - Create an environment that fosters innovative thinking and follows a learning organisation approach - Be a thought leader on innovative customer service delivery, and process optimisation - Play an active role in sharing best practice solutions and engage in national and international local government seminars and conferences	

Cluster	Core Competencies		
Competency Name	Knowledge and Information Management		
Competency Definition	Able to promote the generation and sharing of knowledge and information through various processes and media, in order to enhance the collective knowledge base of local government		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
• Collect, categorise and track relevant information required for specific tasks and projects • Analyse and interpret information to draw conclusions • Seek new sources of information to increase the knowledge base • Regularly share information and knowledge with internal stakeholders and team members	• Use appropriate information systems and technology to manage institutional knowledge and information sharing • Evaluate data from various sources and use information effectively to influence decisions and provide solutions • Actively create mechanisms and structures for sharing information • Use external and internal resources to research and provide relevant and cutting-edge knowledge to enhance institutional effectiveness and efficiency	• Effectively predict future information and knowledge management requirements and systems • Develop standards and processes to meet future knowledge management needs • Share and promote best-practice knowledge management across various institutions • Establish accurate measures and monitoring systems for knowledge and information management • Create a culture conducive of learning and knowledge sharing • Hold regular knowledge and information sharing sessions to elicit new ideas and share best-practice approaches	• Create and support a vision and culture where team members are empowered to seek, gain and share knowledge and information • Establish partnerships across local government to facilitate knowledge management • Demonstrate a mature approach to knowledge and information sharing with an abundance and assistance approach • Recognise and exploit knowledge points in interactions with internal and external stakeholders

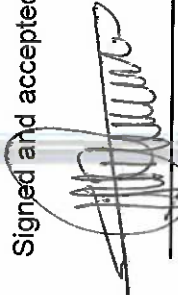
Cluster	Core Competencies			
Competency Name	Communication			
Competency Definition	Able to share information, knowledge and ideas in a clear, focused and concise manner appropriate for the audience in order to effectively convey, persuade and influence stakeholders to achieve the desired outcome			
ACHIEVEMENT LEVELS				
BASIC	COMPETENT	ADVANCED	SUPERIOR	
• Demonstrate an understanding of communication levers and tools appropriate for the audience but requires guidance in utilising such tools • Express ideas in a clear and focused manner but does not always take the needs of the audience into consideration • Disseminate and convey information and knowledge adequately	• Express ideas to individuals and groups in formal and informal settings in a manner that is interesting and motivating • Able to understand, tolerate and appreciate diverse perspectives, attitudes and beliefs • Adapt communication content and style to suite the audience and facilitate information transfer • Deliver content in a manner that gains support, commitment and agreement from relevant stakeholders • Compile clear focused, concise and well-written documents	• Effectively communicate high risk and sensitive matters to relevant stakeholders • Develop a well-defined communication strategy • Balance political perspective with institutional needs when communicating viewpoints on complex issues • Able to actively direct negotiations around complex matters and arrive at a win-win situation that promotes Batho Pele Principles • Market and promote the institution to external stakeholders and seek to enhance a positive image of the institution • Able to communicate with the media with high levels of moral competence and discipline	• Regarded as a specialist in negotiations and representing the institution • Able to inspire and motivate others through positive communication that is impactful and relevant • Create an environment conducive to transparent and productive communication and critical and appreciative conversations • Able to coordinate negotiations at different levels within local government and externally	

Cluster	Core Competencies		
Competency Name	Results and Quality Focus		
Competency Definition	Able to maintain high quality standards, focused on achieving results and objectives while consistently striving to exceed expectations and encourage others to meet quality standards. Further, to actively monitor and measure results and quality against identified objectives		
ACHIEVEMENT LEVELS			
BASIC	COMPETENT	ADVANCED	SUPERIOR
• Understand quality of work but requires guidance in attending to important matters • Show a basic commitment to achieving the correct results • Produce the minimum level of results required in the role • Produce outcomes that is of a good standard • Focus on the quality of output but requires development in incorporating the quality of work • Produce quality work in general circumstances, but fails to meet expectations when under pressure	• Focus on high-priority actions and does not become distracted by lower-priority activities • Display firm commitment and pride in achieving the correct results • Set quality standards and design processes and tasks around achieving set standards • Produce output of high quality • Able to balance the quantity and quality of results in order to achieve objectives • Monitors progress, quality of work, and use of resources; provide status updates, and make adjustments as needed	• Consistently verify own standards and outcomes to ensure quality output • Focus on the end results and avoids being distracted • Demonstrate a determined and committed approach to achieving results and quality standards • Follow tasks and projects through to completion • Set challenging goals and objectives to self and team and display commitment to achieving expectations • Maintain a focus on quality outputs when placed under pressure • Establish institutional systems for managing and assigning work, defining responsibilities, tracking, monitoring and measuring success, evaluating and valuing the work of the institution	• Coach and guide others to exceed quality standards and results • Develop challenging, client-focused goals and sets high standards for personal performance • Commit to exceed results and quality standards, monitor own performance and implement remedial interventions when required • Work with team to set ambitious and challenging team goals, communicating short and long-term expectations • Take appropriate risks to accomplish goals • Outcome setbacks and adjustment action plans to realise goals • Focus people on critical activities that yield a high impact

Director: Corporate Services

Skills Performance Gap	Outcomes Expected	Suggested training and /or development activity	Suggested mode of delivery	Suggested Time Frames	Work opportunity created to practice skill/development area	Support Person
1.						
2.						
3.						

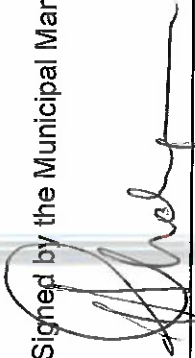
Signed and accepted by the Employee



T.J Makgolo

Director: Corporate Services

Signed by the Municipal Manager on behalf of the Municipality



M.A Makuapane

Municipal Manager

March 2025