



## BEST FRONTLINE SERVICE DELIVERY EMPLOYEE

This Category focusses on an individual who has performed exceptionally in frontline service delivery. The individual must be able to proactively identify and solve potential service delivery problems. This should be someone who takes initiative in going the extra mile on a continuous basis.

### CRITERIA

- Participation / Transparency / Consensus Orientated / Responsiveness
- Public Servant in any direct interface / frontline position (Salary Level 1-12)

### EVIDENCE

**Frontline Employee visibility demonstrating commitment to citizen-centeredness and performance excellence:**

**Citizen Service Delivery-**

1. Able to proactively identify and solve potential service delivery problems;
2. Individual that takes initiative in going an extra mile in service delivery on a continuous basis;
3. Serves with courtesy, care and respect;
4. Performance exceeds determined standards;
5. Excelling in office etiquette and time management;
6. A well-organised, approachable, knowledgeable and professional team implementing services successfully;
7. Constantly conducts themselves in an ethical and professional manner;
8. Consistently upholds the Batho Pele principles in daily duties and has excellent understanding of Batho Pele principles; and

**Western Cape Government Core Values-**

9. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness and Caring.

### Required:

- Written motivation in terms of no. 1 to 9
- Testimonials and compliments from service recipients and colleagues
- Photos or clippings (magazines and newspaper articles) displaying any form of recognition
- Meritorious awards
- Component / Department achievement in terms of Operational / Business / Annual Performance Plan.
- Copies of Job Description, Performance Agreement and Performance Review Results; and
- Confirmation of good standing in terms of Labour Relations matters (e.g., no pending disciplinary or related matter).

*Note that no team entries will be accepted in this category.*