



BEST FRONTLINE SERVICE DELIVERY TEAM

This Category focusses on a Team who has performed exceptionally in frontline service delivery. It recognises a Team of Public servants working to provide effective services to citizens. The Team must display characteristics of a committed Team working together and cooperating or complimenting one another, proactively identify and solve potential service delivery problems.

CRITERIA

- Participation / Transparency / Committed / Responsiveness and Effective Team

EVIDENCE

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

Citizen Service Delivery-

1. Able to proactively identify and solve potential service delivery problems;
2. Team 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 efficient, effective, 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; and
- Confirmation of good standing in terms of Labour Relations matters (e.g., no pending disciplinary or related matter).

Note that no individual entries will be accepted in this category.