



## BEST PUBLIC SERVICE INNOVATOR (EMPLOYEE)

This Category focusses on an Employee visibly demonstrating effective innovations and solutions e.g., improving processes (improved methods for doing work, reducing time spend [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders engagement), cost saving methods

### CRITERIA

- Participation / Transparency / Committed / Responsiveness / Efficiency and Effectiveness
- Public Servant in any position (Salary Level 1-16)
- Innovation as WCG core value: To be open to new ideas and develop creative solutions to challenges in a resourceful way.

### EVIDENCE

Employee visibility demonstrating innovation, commitment to citizen-centeredness and performance excellence:

#### □ Citizen Service Delivery-

1. What, Why, Where, When and How;
  - new ideas, creative thinking, dynamic service options
  - resourceful solutions;
2. Impact of the Innovation: Achievements that meets needs while making the best use of resources:
  - Collaboratively problem-solving to realise strategic organisational goal;
  - Identify the outcome as a clear indication of being results orientated;
  - Identify the impact on the entire Western Cape Government;
  - Is the innovation user friendly, easily understood and utilised by staff.
3. Community / institutional needs are accommodated in the innovation;
  - improved services;
  - inefficiencies eliminated.
4. Core processes are reviewed and targets are set for innovative improvement:
  - Question existing practices to renew, rejuvenate and improve.

#### Required:

- Written motivation in terms of no. 1 to 4;
- Testimonials and compliments from service recipients and colleagues;
- Photos or clippings (magazines and newspaper articles) displaying any form of recognition;
- Meritorious awards;
- Copies of Job Description, Performance Agreement and Performance Review Results (Individual Employee – not relevant to Project/Team entry); and
- Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter) (Individual Employee – not relevant to Project/Team entry);
- Component / Department achievement in terms of Operational- / Business- / Annual Performance Plan.

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