



BEST SUPPORT SERVICE EMPLOYEE

This Category focusses on an individual who has performed exceptionally in back-office 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 back-office position (Salary Level 1-12)

EVIDENCE

Support Service Employee visibly 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 individual 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;
- 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.