### PERFORMANCE AGREEMENT

### **ENTERED INTO BY AND BETWEEN**

### THE MUNICIPALITY OF RAMOTSHERE MOILOA LOCAL

AS REPRESENTED BY THE ACCOUNTING OFFICER

### FRANS TEMEKI MABOKELA

(IN HIS CAPACITY AS THE MUNICIPAL MANAGER OF RAMOTSHERE MOILOA LOCAL MUNICIPALITY)

("EMPLOYER")

**AND** 

### **GODFREY BAKANG SELEBOGO**

IN HIS CAPACITY AS THE **DIRECTOR**:

CORPORATE SERVICES OF RAMOTSHERE

MOILOA LOCAL MUNICIPALITY

("EMPLOYEE")

FOR THE

FINANCIAL YEAR: **01 JULY 2022 –30 JUNE 2023** 

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### PERFORMANCE AGREEMENT

ENTERED INTO BY AND BETWEEN:

The Municipality of <u>Ramotshere Moiloa Local Municipality</u> herein represented by <u>Frans Mabokela</u> in his capacity as the <u>Municipal</u> <u>Manager of Ramotshere Moiloa Local Municipality</u> (hereinafter referred to as the Employer or Accounting Officer)

and

<u>Godfrey Bakang Selebogo</u> in his capacity as the <u>Director: Corporate</u> <u>Services</u> and an <u>Employee of Ramotshere Moiloa Local Municipality</u> (hereinafter referred to as the Employee).

WHEREBY IT IS AGREED AS FOLLOWS:

### 1. INTRODUCTION

- 1.1 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 of2000 ("the Systems Act"). The Employer and the Employee are hereinafter referred to as "the Parties".
- 1.2 Section 57(1)(c) of the Systems Act, read with the **Contract of Employment** concluded between the parties, requires the conclusion of an annual performance agreement.
- **1.3** The parties intend 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 secure local government policy goals.
- 1.4 The parties intend to ensure that there is compliance with Sections 57(4A), 57(4B) and 57(5) of the Systems Act.

### 2. PURPOSE OF THIS AGREEMENT

The Purpose of this Agreement is to:

- 2.1 Comply with the provisions of Section 57(1)(c),(4A),(4B) and (5) of the Systems Act as well as the Contract of Employment entered into between the parties;
- 2.2 Specify objectives and targets established for the Employee and to communicate to the Employee the Employer's expectations of the Employee's performance and accountabilities;
- **2.3** Specify accountabilities as set out in the Performance Plan (Annexure A);
- 2.4 Monitor and measure performance against set outputs;
- **2.5** Use the **Performance Agreement and Performance Plan** as the basis for assessing the suitability of the Employee for

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- permanent employment and/or to assess whether the **Employee** has met the performance expectations applicable to his/her job:
- 2.6 Appropriately reward the **Employee** in accordance with the Employer's performance management policy in the event of outstanding performance; and
- Give effect to the Employer's commitment to a performanceorientated relationship with the **Employee** in attaining equitable and improved service delivery.

### 3. COMMENCEMENT AND DURATION

- This Agreement will commence on 26 July 2022 and will remain in force until 25 July 2023 where after a new Performance Agreement, Performance Plan and Personal Development **Plan** shall be concluded between the parties for the next financial year or any portion thereof.
- 3.2 The parties will review the provisions of this Agreement during June of each year. The parties will conclude a new **Performance** Agreement and Performance Plan that replaces this Agreement at least once a year by not later than the beginning of each successive financial year.
- 3.3 This Agreement will terminate on the termination of the **Employee's** contract of employment for any reason.
- 3.4 The content of this Agreement may be revised at any time during the abovementioned period to determine the applicability of the matters agreed upon.
- If at any time during the validity of this Agreement the work 3.5 environment alters (whether as a result of government or council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised.

### 4. PERFORMANCE OBJECTIVES

- The Performance Plan (Annexure A) sets out
  - **4.1.1** The performance objectives and targets that must be met by the **Employee**; and
  - **4.1.2** The time frames within which those performance objectives and targets must be met.
- 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 and the Budget of the **Employer**, and shall include key objectives; key performance indicators; target dates and weighting.
- 4.3 The key objectives describe the main tasks that need to be done. The key performance indicators provide the details of the evidence that must be provided to show that a key objective has been achieved. The target dates describe the timeframe in which the

- work must be achieved. The weightings show the relative importance of the key objectives to each other.
- 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 (IDP).**

### 5. PERFORMANCE MANAGEMENT SYSTEM

- **5.1** The **Employee** agrees to participate in the performance management system that the **Employer** adopts or introduces for the management and municipal staff 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 Employer, management, and municipal staff to perform to the standards required.
- 5.3 The **Employer** will consult the Employee about the specific performance standard that will be included in the Performance Management System as applicable to the Employee.
- The **Employee** undertakes to actively focus towards the promotion and the implementation of the Key Performance Areas (KPAs) (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, both of which shall be contained in the performance agreement. The employee must be assessed against both components, with a weighing of 80:20 allocated to the **Key Performance Areas (KPAs) and the Core Competency Requirements (CCRs)** respectively. Each area of assessment will be weighted and will contribute a specific part to the total score. KPAs covering the main areas of work will account for 80% and CCRs will account for 20% of the final assessment;

Core Competency Requirements (CCR's):	Select applicable	Weighting
Core Managerial Competencies:		
Strategic Capability and Leadership	Х	2
Programme and Project Management		
Financial Management	X	1
Change Management	X	1
Knowledge Management		
Service Delivery Innovation		
Problem Solving and Analysis	Х	2
People Management and Empowerment	X	2
Client Orientation and Customer Focus		
Communication	Х	2
Honesty and Integrity		

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Core Competency Requirements (CCR's):	Select applicable	Weighting
Team building		
Core Occupational Competencies:		
Competence in Self-Management (Setting and		
agreeing on service delivery standards)		
Interpretation of and implementation within the	Х	2
legislative an national policy frameworks		
Knowledge of developmental local government	Х	2
Knowledge of Performance Management and	X	2
Reporting		
Knowledge of global and South African specific		
political, social and economic contexts		
Competence in policy conceptualization, analysis and	Х	2
Knowledge of more than one functional municipal field /		
discipline		
Negotiation and conflict resolution skills (Mediation and	Х	2
Skills in governance, public mobilization and		
Competence as required by other national line sector		
departments		
Exceptional and dynamic creativity to improve the		
functioning of the municipality		
Total		20%

### **CORE COMPETENCY REQUIREMENTS (CCR):**

### a) Core Managerial Competencies:

The performance of Section 57 Managers should be assessed in terms of Core Competency Requirements (CCRs) as required by the Regulations of Section 57 Managers. These competencies describe general managerial and occupational skills. The assessment of these competencies will account for (20%) twenty percent of the total employee assessment score. Three of the CCR"s are compulsory for all managers.

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Competency Area	Indicate choice (Mark with □)	Comment	Ratings 1 2 3 4 5	Timeframe to achieve targeted competency	Training / program needed to close competency	Weight (in %)
Strategic Capability and Leadership			2	June 2022		10%
Change Management			1	June 2022		5%
Financial Management			1	June 2022		5%
Problem Solving and Analysis			2	June 2022		10%
People Management and Empowerment			2	June 2022		10%
Client Orientation and Customer			2	June 2022		10%
Communication			2	June 2022		10
Interpretation of and implementation			2	June 2022		10%
Knowledge of developmental local			2	June 2022		10%
Knowledge of Performance			2	June 2022		10%
TOTAL						100%

5.6 The Employee's assessment will be based on his performance in terms of outputs (performance targets) reflected on the Performance Plan which are linked to relevant KPAs, key objectives and key performance indicators (KPIs) as agreed to between the Employer and the Employee;

Key Performance Areas (KPA's)	Weighting
Basic Service Delivery	-
Municipal Institute Development Transformation	10%
Local Economic Development (LED)	-
Municipal Financial Viability and Management	90%
Good Governance and Public Participation	-
Local Economic Development and Spatial Rationale	-
Community & Social Development Services	-
Total	100%

5.7 The Key Performance Areas (KPAs) relating to the Employee's functional area will make up 80% of the Employee's assessment score, and will contain the following Areas

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### 6. PERFORMANCE OBJECTIVES

- **6.1** The Employee undertakes to actively focus towards the promotion and implementation of KPA's (including special projects relevant to the employee's responsibilities) within the local government framework.
- **6.2** The criteria upon which the performance of the Employee shall be assessed shall consist of two components, both of which shall be contained in the Performance Agreement.
  - **6.2.1** The Employee must be assessed against both components, with a weighting of 80:20 allocated to the key Performance Areas (KPA's) and the Core Managerial Competencies (CMC's) respectively.
  - **6.2.2** Each area of assessment will be weighted and will contribute a pro rata to the total score.
  - **6.2.3** KPAs covering the main areas of work will account for 80% and CMC's will account for 20% of the final assessment.
- 6.3 The **Employee's** assessment will be based on his/her performance in terms of the outputs/outcomes (performance indicators) identified as per attached Performance Plan (Annexure A), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the Employer and Employee.
- 6.4 The CMC's will make up the other 20% of the Employee's assessment scorecard. CMC's that are deemed to be most critical for the Employee's specific job should be selected (✓) from the list in Annexure A as agreed to between the Employer and Employee.

### 7. EVALUATING PERFORMANCE

- **7.1** The **Performance Plan (Annexure A)** to this Agreement sets out:
  - **7.1.1** The standards and procedures for evaluating the Employee's performance; and
  - **7.1.2** The intervals for the evaluation of the Employee's performance.
- **7.2** 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.
- **7.3** Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan. The Development Plan as well as the actions agreed to must be implemented within set time frames.
- **7.4** The Employee's performance will be measured in terms of contributions to the goals and strategies set out in the Employer's IDP.
- **7.5** The annual performance appraisal will involve:

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- **7.5.1** Assessment of the achievement of outcomes as outlined in the performance plan:
- **a)** Each KPA should be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to ad hoc tasks that had to be performed under the KPA.
- **b)** An indicative rating on the five-point scale should be provided for each KPA.
- c) The applicable assessment rating calculator (refer to paragraph 6.5.3 below) must then be used to add the scores and calculate a final KPA score.

### 7.5.2 Assessment of the CMC's

- **a)** Each CMC must be assessed according to the extent to which the specified standards have been met.
- **b)** An indicative rating on the five-point scale should be provided for each CMC.
- **c)** The applicable assessment rating calculator (refer to paragraph 6.5.1) must then be used to add the scores and calculate a final CMC score.

### 7.5.3 Overall Rating

- **a)** An overall rating is calculated by using the applicable assessment-rating calculator. Such overall rating represents the outcome of the performance appraisal.
- **7.6** The assessment of the performance of the Employee will be based on the following rating scale for KPA's, CMC's and COC's:

Level	Terminology	Description	Rating
5	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 Performance Agreement and Performance Plan and maintained this in all areas of responsibility throughout the year.	
4	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.	
3	Fully effective	Performance fully meets the standards	

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Level	Terminology	Terminology Description		
		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 Performance Agreement and Performance Plan.		
2	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 Performance Agreement and Performance Plan.		
1	Unacceptable Performance	Performance does not meet the standard expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the Performance Agreement 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.		

- **7.7** For purposes of evaluating the performance of the Employee, an evaluation panel constituted by the following persons will be established:
  - 7.7.1 Executive Mayor/Mayor;
  - 7.7.2 Chairperson of the Audit and Risk Committee;
  - **7.7.3** Ward Committee Member (on a rotational basis), where applicable;
  - 7.7.4 Member of the Mayoral Committee; and
  - **7.7.5** Mayor and/ or Municipal Manager from another Municipality.

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- **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 11.1 as soon as is practicable to enable the Employee to take any necessary action without delay.

### 11. MANAGEMENT OF EVALUATION OUTCOMES

- **11.1** The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- **11.2** A performance bonus of 5% to 14% of inclusive annual remuneration package may be paid to the Employee in recognition of outstanding performance.
  - 11.2.1 In determining the performance bonus the relevant percentage is based on the overall rating, calculated by using the applicable assessment-rating calculator; provided as follows:
    - a) a score of 130% to 149% is awarded a performance bonus of 5% to 9%; and
    - **b)** a score of 150% and above is awarded a performance bonus of 10% to 14%.
- 11.3 The **Employee** will be eligible for progression to the next higher remuneration package, within the relevant remuneration band, after completion of least twelve (12) service at current remuneration package 30 June (end of financial year) subject to a fully effective assessment.
- **11.4** In the case of unacceptable performance, the **Employer** shall:
  - **11.4.1** Provide systematic remedial or developmental support to assist the Employee to improve his or her performance; and
  - 11.4.2 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.

### 12. DISPUTE RESOLUTION

- **12.1** Any disputes about the nature of the Employee's performance agreement, whether it relates to key responsibilities, priorities, methods of assessment and/ or any other matter provided for, shall be mediated by :
  - **12.1.1** The MEC for Local Government and the Province within thirty (30) days of receipt of a formal dispute from the Employee; or
  - 12.1.2 Any other person appointed by the MEC.

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12.1.3	In the event that the mediation process contemplated above fails, clause 19.3 of the Contract of Employment shall apply.
conduc public <b>13.2</b> Nothin accour employ	change of this agreement and the outcome of any review of the terms of Annexure 'A' may be made available to the by the Employer.  In agreement diminishes the obligations, duties or intabilities of the Employee in terms of his contract of the tyment, or the effects of existing or new regulations, ars, policies, directives or other instruments.
	d signed at ZEERUST on this the day (Month) 2022 (Year)
AS WITNESSE  1. 2.	MR BAKANG SELEBOGO DIRECTOR: CORPORATE SERVCE RAMOTSHERE MOILOA LOCAL MUNICIPALITY
Thus done and of	d signed at 2 ccm. on this the day  (Month) 20 22. (Year)
	MR FRANS MABOKELA MUNICIPAL MANAGER: RAMOTSHERE MOILOA

**LOCAL MUNICIPALITY** 

### The Performance Plan sets out:

- Key Performance Areas that the employee should focus on, performance objectives, key performance indicators and targets that must be met within a specific timeframe; (a)
- Core competencies required from employees prescribed in the Performance Regulations for Municipal Managers and Managers directly accountable to Municipal Managers, R805 of 2006. (q

The employee's assessment will be based on his/her performance in terms of the outputs/outcomes (performance indicators) identified as per the performance plan which are linked to the National KPA's, which constitute 80% of the overall assessment result as per the weightings agreed to between the employer and employee.

The assessment of the performance of the Employee will be based on the following rating scale for KPA's and CCRs: KPA's covering the main areas of work will account for 80% and CCRs will account for 20% of the final assessment.

Category	Colour	Explanation
KPI's Not Met/ 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.
KPI's Almost Met / Not fully effective	2	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.
KPI's Met / Fully effective	3	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.
KPI's Well Met / Performance significantly above expectations	4	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.



Category	Colour	Explanation
KPI's Extremely Well Met / Outstanding Performance	2	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 reconstibility, thoughout the voca.

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# KEY PERFORMANCE INDICATORS

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		04	100% of Council Agenda's Compiled as	Updated Litigation Register	Updated Labour Matters Register	Appointm ents	Conduct refurbish ment	Updated Disciplina ry Maters
	S	63	100% of Council Agenda's Compiled as	Updated Litigation Register	Updated Labour Matters Register	Appointm ents	Conduct refurbish ment	Updated Disciplinar y Maters
ı	Targets	92	100% of Council Agenda's Compiled as required	Updated Litigation Register	Updated Labour Matters Register	Unfold Recruitment Processes	Unfold Recruitment Processes	Updated Disciplinary Maters
		0.1	100% of Council Agenda's Compiled as required	Updated Litigation Register	Updated Labour Matters Register	Advertise	Advertise	Updated Disciplinary Maters
9	Portrollo of	evidence	Council Notices	Updated Litigation Register	Updated Labour Matters Register	Recruitment reports and Appointment letters	4 Appointment Letters and Refurbishme nt sign-off report	Updated Disciplinary Maters
	Annual	ומואפר	100% of Council Agenda's Compiled by the end of June 2023	100% of litigations attended to by 30 June 2023	100% of Labour Matters attended to by 30 June 2023	100% of critical funded vacant positions filled by June 2023	4 Municipal facilities refurbished by June 2023	100% of disciplinary matters
	Baseline		8 Council Agenda's Compiled	100% of litigations attended to	100% of Labour Matters attended to	15 positions filled	3 Municipal facilities refurbished	100% of disciplinary matters
Nov Borforman	Tudicator (KDT)	THE CALCULANT	100% of Council Agenda's Compiled	100% of litigations attended to	100% of Labour Matters attended to	100% of critical funded vacant positions filled	4 Municipal facilities refurbished	100% of disciplinary matters attended
KPI	No.		25	26	27	28	29	30
Stratonic	Ohiertives		Efficient and Effective Administration	Efficient and Effective Administration	Efficient and Effective Administration	Attract and Retain best human Capital	Efficient and Effective Administration	Efficient and Effective Administration
Notional	КРА		Corporate Services	Corporate Services	Corporate Services	Corporate Services	Corporate Services	Corporate Services

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Weig	¥	4	4	4	о с 4	
	94	,	Employee s provided with PPE by 30 June 2023	Submit IT Master Systems Plan to Council	Submissio n of Progress Report on ODR & BCP to Council	-Compile
S.	03		None	Execution	Execution	-Conduct Skills
Targets	02	with stakeholders -Develop OHS Plan	None	Scoping	Scoping	None
	0.1	of OHS Representati ves - Establishme nt of OHS Committee	None	SCM Processes	SCM Processes	None
Portfolio of	evidence	(MM Approval)	Signed acknowledge ment of receipt (employees)	Appointment letter, ICT, Progress Report, Master Systems Plan, Council Resolution	Appointment letter, ICT, Progress Report, Disaster Recovery (ODR) & Business Continuity Plan (BCP), Council Resolution	Reports on Free Basic
Annual	Target	OHS Plan 30 December 2022	100% of legible employees to be provided with PPE by 30 June 2023	Reviewed 2022/23 IT Master System Plan by 30 June 2023	2022/23 Disaster Recovery (ODR) & Business Continuity Plan (BCP) Developed by 30 June 2023	2022/23 Work Skills
Baseline		OHS Plan	100% of legible employees provided with PPE	2021/22 IT Master Systems Plan in place	Operational Disaster Recovery (ODR) & Business Continuity Plan (BCP) not in place	2021/2022 Work Skills
Key Performance	Indicator (KPI)		100% of legible Employees provided with PPE	2022/23 IT Master System Plan Review	2022/23 Operational Disaster Recovery (ODR) & Business Continuity Plan (BCP) in place	2022/23 Work Skills Plan
KPI No.			36	37	38	39
Strategic	Objectives	Administration	Efficient and Effective Administration	Efficient and Effective Administration	Efficient and Effective Administration	Attract and Retain best
National	KPA		Corporate Services	Corporate Services	Corporate Services	Corporate Services



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National	Strategic	KPI No.	Key Performance	Baseline	Annual	Portfolio of		Targets	its		Weig
AFA	Collectives		Indicator (KPI)		larget	evidence	0.1	02	63	04	<b>.</b>
	human Capital		submitted to	Plan	Plan	Water			Audit	submit	4
	9		LGSETA	submitted to	submitted to				1	WSP to	
				LGSETA	LGSETA by				Stakehold	LGSETA	
					30 April				er		
					2023				Consultati		
									on		
TOTAL											100
PERCENTAG	PERCENTAGE CONTRIBUTION	7									%08

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## CORE COMPETENCY FRAMEWORK

The performance of Section 57 Managers should be assessed in terms of Core Competency Requirements (CCRs) as required by the Regulations of Section 57 Managers. These competencies describe general managerial and occupational skills. The assessment of these competencies will account for twenty percent of the total employee assessment score. The bold CCR's are compulsory for all managers. Annexure B describes the different proficiency levels for each Core Competency Requirements (CCRs) and should therefore form part of this section of the Performance Plan.

Core Managerial Skill	Select prov. level (refer Annexure B)	Definition	Weight
Strategic Leadership and Management	<i>&gt;</i>	Skills to be able to provide a vision, set the direction for the municipality or department and inspire others in order to deliver on the municipality's mandate	10
Programme and project management	<b>&gt;</b>	Skills to enable the individual to plan, manage, monitor and evaluate specific activities in order to ensure that policies are implemented and that local government objectives are achieved	10
Financial Management	>	Skills required to manage projects and/or department work within the constraints of a budget. This includes being able to plan a budget at the beginning of the financial year, controlling costs throughout the year by allocating resources appropriately and understanding and anticipating the impact of other departments on own budget and adopting where necessary.	Ŋ
Change Management	>	Skills to initiate and support municipal transformation and change in order to implement new initiatives successfully and deliver on service delivery commitments.	10
Knowledge management	>	This includes the working knowledge of Council regulations, by-laws and policies, National, Provincial and Local Government structures and applicable legislation.	10
Problem solving and analytical thinking	>	Be able to systematically identify, analyse and resolve existing and anticipated problems in order to reach optimum solutions in a timely manner	5
People and diversity management	>	Skills to manage and encourage people optimise their outputs and effectively manage relationships. This includes holding regular meetings with his/ her team so that information can be shared and so that the team is aware of decisions that may affect them. It also involves distributing workloads so that individual skills are used appropriately and so that the work is evenly spread, making sure that the team has the necessary tools and resources in order to do	10



Core Managerial Skill	Select prov. level (refer Annexure B)	Definition	Weight
		their work and motivating the team so that they are committed to achieving the goals of the department and ultimately the municipality	
Client orientation and customer focus	· >	Whether providing a service to an internal or external customer this means trying to determine the needs of the customer and then meeting those needs. At a minimum employee are required to react to queries, keeping promises, being honest in all their dealings, adhering to policies, procedures and delegations, keeping the client up to date, being friendly and helpful and solving problems quickly and without argument. Ideally managers are required to be proactive by trying to understand needs of the customer and providing an appropriate service based on these underlying needs	15
Service delivery innovation	>	This about wanting to work well to achieve a high standard by trying to improve on the way things are done and by working towards achieving the work objectives. It is also about putting plans into action, meeting deadlines, taking initiative and solving problems to make sure that things get done. Employees do not wait to be told to do something but rather are encouraged to use their initiative to make sure that things get done accurately and efficiently.	15
Communication	>	Skills to be able to exchange information and ideas in a clear and concise manner appropriate for the audience in order to explain, persuade, convince and influence others to achieve the desired outcomes.	2
Accountability and ethical conduct	>	Must be able to display and build the highest standards of ethical and moral conduct in order to promote confidence and trust in the municipality	5
		Total	100

1	Date: 01/07/2022.	Date: 01 (07 (2.2)	
The 2022/22 Berformance Dian cinned and accounted by the Director	Corporate Services B.G.Selebogo	The 2022/23 Performance Plan signed on behalf of Ramotshere Local  Municipality by the Municipal Manager:  Mr France Temeki Mabokela	

20%

PERCENTAGE CONTRIBUTION