



NATIONAL CONSUMER COMMISSION

TERMS OF REFERENCE

TO

INVITE RECRUITMENT AGENCIES TO SUBMIT FROM MINIMUM OF ONE (1) TO FIVE (5) CV/s OF CANDIDATE/S WHO MEET THE MINIMUM REQUIREMENTS FOR THE HYBRID (COMBINATION OF WORKING REMOTELY AND ONSITE) POSITION OF LEAD SOFTWARE APPLICATION DEVELOPER AVAILABLE ON A 24 MONTH FIXED-TERM CONTRACT.

THE CVS WILL UNDERGO AN INTERNAL RECRUITMENT PROCESS FOR SHORTLISTING, AND THE SELECTED CANDIDATES WILL BE SUBJECTED TO INTERVIEWS, AND CREDENTIALS VERIFICATIONS BEFORE THE APPOINTMENT CAN BE MADE. THIS POSITION IS ONLY AVAILABLE FOR ONE CANDIDATE WHO WILL BE APPOINTED BASED ON THE OUTCOME OF THE INTERNAL (NCC) PROCESS.

1. PURPOSE

To invite Recruitment Agencies to submit proposals with market related price quotations and attachment of CVs of qualifying candidates who meet the minimum requirements in the attached advert for Lead Software Developer. The candidates must be interested to join the NCC on a 24-month fixed-term contract and must be available to undergo the interview process. Only one successful/best performer from the interview will be appointed. Only a recruitment agency that presented a CV of a successful candidate will be paid as per the price quotation submitted within 30 days after the person started.

2. BACKGROUND

The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established as an organ of the state within the public administration, but as an institution outside the public service in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"). The NCC has been operational since 1 April 2011,

with its mandate being to promote and advance the social and economic welfare of consumers in South Africa.

The Commission requires a qualified candidate for LEAD SOFTWARE APPLICATION DEVELOPER (C# .NET MS SQL) HYBRID POSITION on a 24-month fixed term contract as per advert below:

ADVERTISEMENT OF THE LEAD SOFTWARE APPLICATION DEVELOPER (C# .NET MS SQL) HYBRID POSITION

Job Reference : NCC03/7/23

Post : LEAD SOFTWARE APPLICATION DEVELOPER (C# .NET MS SQL) – HYBRID

Salary : R763 563.00 Total cost per annum . Excluding the placement fee/price quotation.

Centre : Pretoria, Groenkloof

Purpose of the job

To lead the software application development function within the NCC. To provide expert input into defining the NCC digital architecture and best practice standards.

Key Responsibilities

1. Coding and development

- 1.1 Utilise established development tools, guidelines, and methods for handling development task
- 1.2 Maintain detailed documentation and project files concerning progress, problems, and required changes, and provide regular reports on such to the ICT Team and Management.
- 1.3 Develop at all stages of the interface component design from conception through to execution
- 1.4 Develop reusable, efficient, and scalable code
- 1.5 Writing new code or modifying code to enhance system functionality
- 1.6 Develop new software applications.
- 1.7 Develop real-time transaction processing systems that can support millions of transactions daily
- 1.8 Complete coding & development in line with agreed timelines.
- 1.9 Develop/ Build efficient and secure API/integration with other systems (internal & external systems)
- 1.10 Lead NCC development and automation projects.

2 Code Quality Management

- 2.1 Adhere to the defined procedures for code management, code reviews, coding standards, naming conventions and security standards
- 2.2 Perform testing to ensure any changes made to the system are of a high standard and the system hasn't regressed
- 2.3 Perform code reviews to ensure current code meet quality and best practice standards
- 2.4 Ensure code version control is in line with best practices standards/
- 2.5 Adhere to change control processes
- 2.6 Help maintain code quality, performance, and application responsiveness
- 2.7 Create unit and integrated system tests to show that the developed functionality works as intended
- 2.8 Create and execute functional test scenarios (dev testing)

3. Analysis & Design 3.1 Assist in the creation of user story definitions. 3.2 Analyse system change requests to provide work estimates 3.3 Convert user stories into a system design that addresses a business problem (fit-for-purpose solutions) 3.4 Design application user interfaces that are fresh (modern) and exciting 3.5 Design APIs and external system interfaces for integration with third-party applications 3.6 Participate in research and innovation, analyze internal systems against current technology trends and provide recommendations. 3.7 Maintain knowledge of current and emerging technologies/products/trends related to digital innovative solutions development
4. Database Design and Management 4.1 Design database structures/ architecture to provide for efficient performance and security controls. 4.2 Monitor system databases to identify and resolve issues. 4.3 Ensure data integrity and database security. 4.4 Optimise databases for high performance 4.5 Write queries to extract data and create reports
5. Support and maintenance 5.1 Monitor everyday activities on the system and provide support to end-users. 5.2 Evaluate and improve application performance and high-availability features 5.3 Perform root cause analysis on bugs to find and fix the cause of a problem in an integrated system 5.4 Adhere to system change control process 5.5 Communicates status and escalates risks and issues appropriately and timeously 5.6 Ensure application management audit report issues are addressed 5.7 Compile monthly reports for the area of responsibility and submit them to senior management 5.8 Resolve problems across multiple platforms (Dev, QA, Production, etc) 5.9 Attend to support tickets with the agreed SLA targets. 5.10 Collaborate with the infrastructure team(s) to solve technical issues affecting software applications.
6. Training & People Management 6.1 Train and mentor junior developers and interns 6.2 Perform post-development system training for NCC staff 6.3 Develop system documentation (e.g. Manuals & SOPs) 6.4 Facilitate end-user training 6.5 Performance management junior developer(s) 6.6 Participate in the development and implementation of the NCC software application-related policies and procedures.
7. Financial & Supplier Management 7.1 Contribute to the ICT budget formulation by determining needs for the area of responsibility. 7.2 Supplier management for the area of responsibility to ensure the NCC gets value for money for contracted services.
8. ICT Continuity & Security 8.1 Participate in the software applications' risk identification on regular basis. 8.2 Identify and communicate to management software application project risks. 8.3 work with the infrastructure team to deploy, test and manage software patches that may affect the NCC software application. 8.4 Work with Database Administrator(s) to ensure databases are backed up and can be restored. 8.5 work with the ICT infrastructure teams to design the best fit disaster recovery for the NCC software applications and partake in disaster recovery simulations.

Minimum Qualifications: NQF 6 National Diploma/ B. Degree: Computer Science/Information Technology/Information Systems or equivalent qualification with major subjects in software development, Valid driver's license (code 8)

Minimum Experience: 5 - 7 years experience as a Software Developer with 2 - 3 years experience as a Lead/Senior developer. 2 years' NetCore API. 3 years experience in HTML, JavaScript and jQuery. A Minimum of 3 years of Microsoft SQL server experience. Bootstrap experience. Understanding WSDL integration, DHA integration, CIPC integration and Banks integration is an added advantage.

Minimum Training: C#, .Net, Microsoft SQL / Microsoft development certification (added advantage), Project Management (added advantage)

The successful candidate will be subjected to personnel suitability checks, criminal record, qualification and employment reference checks.

It is the responsibility of the applicants with foreign qualifications to ensure that their qualifications are verified by SAQA.

N.B CVs must be detailed with all requirements and only shortlisted candidates will be required to submit supporting attachments and subjected to competition of additional internal disclosures documents.

The NCC is committed to Employment Equity practices, preference will be given to members of the underrepresented groups to achieve the objectives of Employment Equity.

3. DELIVERABLES

- 3.1. Recruitment Agencies to submit proposals with market related price quotations.
The CVs of candidates who meet the minimum requirements of the advert for Lead Software Developer and who are interested to join the NCC on a 24-months fixed term contract must be attached. The proposals and detailed CV/s that meet the inherent requirements of the position must be submitted before the closing date.
- 3.2. Only a recruitment agency that presented a CV of a successful candidate after the internal interview/selection process will be paid as per the price quotation submitted, within 30 days of the candidate assuming employment at the NCC.
- 3.3. Should a successful candidate leave the position or be dismissed for whatever reason(excluding retrenchment) within 12 months of being appointed, the paid recruitment agency shall provide a suitable qualified candidate for the same position, withindays from being informed by the NCC at no additional cost to the NCC. In the event that the Agent fails to provide a suitable qualified candidate withinof written notification of termination, the Agent shall refund the NCC all fees/payments received for the service.

4. PENALTY

In the case where there is a misrepresentation in any form or anything happens that will put the NCC into disrepute because of the appointed candidate (and which is not disclosed before joining the organisation and cannot be resolved amicably), the recruitment agency shall refund the NCC all fees/payments paid for this service.

5. EVALUATION CRITERIA

- 5.1. All CVs submitted will be subjected to the recruitment and selection process of the NCC. Only one candidate will be appointed.
- 5.2. The successful candidate will be placed after the interview/ selection process.

- 5.3. The bidder who submitted the application of the successful candidate will be paid within 30 days of submission of the invoice. Invoices must only be submitted when the candidate has assumed employment.
- 5.4. As the candidates maybe registered with more than one recruitment agency, it remains the responsibility of the recruitment agency to disclose to the candidate before submission of the CVs to the NCC to avoid one candidate being represented by more than one recruitment agency.

6. CONDITIONS OF CONTRACT

The NCC reserves the right to refuse the lowest quote and elements outlined in the evaluation criteria above, will play a major role when evaluating the requested proposals. Similarly, the NCC is not bound to select any of the entities or individuals submitting proposals.

7. PAYMENT STRUCTURE

Payment will be made upon submission of an invoice(s), accompanied by an itemised statement of account, covering all services rendered. Such payment will be effected within thirty (30) days from the date of receipt of the undisputed invoice.

8. ENQUIRIES

- 8.1. Enquiries relating to the vacancy must be directed to:

Mr. Itani Ndou

012 428 7732

i.ndou@thencc.org.za

- 8.2. Enquiries relating to the submission process must be directed to :

Ms Margery Mouton

012 428 7730

m.mouton@thencc.org.za

9. DELIVERY ADDRESS

- 9.1. Proposals inclusive of price quotations must be delivered to quotations@thencc.org.za

- 9.2. **This is a re-advertisement and service providers who previously submitted proposals must re-submit.**