

## Feedback: Meeting with National Lotteries Commission (NLC) – 30 August 2023

The PSA was approached by Client Liaison Officers (CLOs) in Limpopo to assist them with representation for conciliation at the CCMA on 7 August 2023 after they referred a dispute regarding job evaluation of their position. The CLOs felt that their job changed materially without being evaluated resulting in them being overworked and underpaid. Upon engagement at the conciliation, parties agreed to withdraw the matter and engage further. A meeting was scheduled for 30 August 2023 to include all CLOs from other provinces.

Members had initially demanded that the post of CLO should be subjected to job evaluation as they believed that the post should be graded at PL11 and not PL13, as currently graded. Their rationale was that the employer incorporated the duties of three other positions into that of the CLO. The positions of Verification Officer, Grant Agreement Officer, and Grant Agreement Assistant were discontinued, and the duties of these posts were added to the CLO position, without increasing the salary or evaluating the position. Sadly, the employer had not acceded to the request for the past six years, forcing them to declare a dispute.

At the meeting on 30 August 2023, the PSA argued that since the job had significantly changed, it warranted job evaluation. The employer agreed to the process of job evaluation (JE). Parties further agreed to establish a six-member task team consisting of three members from each party, which will compile a project plan by no later than 9 September 2023 to outline activities, including timeframes needed to kickstart the JE process. The plan will include a process consultation between CLOs at provincial offices with provincial managers regarding a draft job profile for CLOs. Subsequently, provinces will submit inputs to the Operational Manager for consolidation and compilation of a final draft, which will be sent to provinces for final inputs by CLOs. Finally, the job profile will be evaluated by an independent JE consultant.

Affected members can liaise with their PSA shop stewards or direct enquiries to [deidre.reynecke@psa.co.za](mailto:deidre.reynecke@psa.co.za). Employees who wish to join the PSA can contact Lawrence Muvhango on 082 880 8995, Paulina Moloto on 082 880 8957 or the PSA Provincial Office on (015) 295 0500.

Members will be informed of developments.

GENERAL MANAGER