

# Alice Pango

## CORE SKILLS

- Experience conducting policy research, analysis and contributing to public policy and strategy development processes.
- Problem-solving and decision-making.
- Written and verbal communication skills.
- Planning and organizing skills.
- Creative thinking and critical thinking.
- Familiar with public sector legal framework.
- Research and writing skills (strategies, policies, performance plans, reports, speech).
- Excellent networking and relationship building skills.
- In-depth knowledge of key legislation such as the Constitution of the Republic of South Africa, Immigration Act and Refugee Act.
- Able to work in high pressure environments.
- Knowledge of the Batho Pele Principles and their application.

## EXPERIENCE

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### Western Cape Government, Department of the Premier

#### Graduate Research Intern: Policy and Strategy

April 2023 – Current

This role includes the following:

- Assist in the development of the 5-year Provincial Strategic Plan (PSP)
- Assist with the assessments of Annual Performance Plans to ensure alignment with the PSP
- Assist in the monitoring and evaluation, data analysis and report writing of the Provincial Strategic Implementation Plan (PSIP)
- Experience data management and monitoring systems
- Draft strategic documents and reports as required
- Stakeholder management with internal and external partners
- Financial monitoring of projects
- Manage the administration for the Premiers Coordinating Forums (PCFs), MANCOs, and Bosberaads (i.e., Cabinet Lekotla) for sign-off by the Premier.

Assist and coordinate two Violence Prevention Interventions namely, Family Strengthening Project (FSP) and the Shukuma (Youth) Project.

#### Family Strengthening Project:

- Conduct Financial and governance assessments for existing NPO's
- Quality assure that NPOs report quarterly on the said Indicators
- Administration of the Non-Financial Data process
- Assist to project manage the Family Strengthening Project (FSP), including hosting a Monitoring, Evaluation and Learning workshop to develop a theory of change with external stakeholders (NPOs).
- Monitor and review services rendered by the NPO in line with the Provincial /National policy frameworks.
- Contribute to the project management of the WCG Hackathon on parenting support for employees.

- Growth mindset, willing to learn.
- Integrity, honesty, courage

## CONTACT DETAILS

DOB: 16 January 1996

Mobile No.: 0711423003

Drivers license: Code B

Email: [vuyopango@gmail.com](mailto:vuyopango@gmail.com)

Languages: IsiXhosa; IsiZulu; English

## EDUCATION

Bachelor of Honours in

Development Studies, Social Sciences · (2018)

University of the Western Cape

Bachelor of Arts - BA, Psychology · (2017)

University of the Western Cape

Matric Certificate

Executive Academy High School (2013)

## COURSES

Apolitical Academy, Project

Management Course, 2024

UNESCO, Social and Emotional Learning for Decision-makers, 2024

## REFERENCES

Diketso Mufamadi-Mathebula

Department of the Premier

084 392 7935

Khayakazi Ngcebetsha

## Shukuma Project:

- Assist with Shukuma technical training by ensuring that the content delivered is aligned with the purpose of the project.
- Develop Shukuma questionnaire in MS forms and weekly analyse the data, make improvements and adjustments based on the feedback from the facilitators of the project

## Xolilizwe Senior Secondary School

### Education Assistant

February 2021 - August 2022 (1 year 7 months) Eastern Cape

This role included the following:

- Classroom Support: Assisting teachers in preparing and delivering instructional materials and activities in line with the curriculum.
- Individualized Support: Providing additional support to students who require extra assistance with their learning, including those with special educational needs.
- Grading and Assessment: Assisting teachers in grading assignments, quizzes, and exams, and providing feedback to students on their performance.
- Resource Management: Organizing and maintaining classroom resources, including textbooks, teaching aids, and supplementary materials.
- Administrative Tasks: Assisting with administrative tasks such as attendance-taking, record-keeping, and preparing reports on student progress.
- Parent Communication: Liaising with parents and guardians to provide updates on student progress, behavior, and any concerns that may arise.
- Safety and Welfare: Ensuring the safety and well-being of students always, both inside and outside the classroom.

## NSFAS

### Customer Service Administrator

August 2019 - March 2020 (8 months) Western Cape

This role included the following:

- Customer Assistance: Providing support and assistance to students, parents, and educational institutions regarding NSFAS applications, eligibility criteria, funding disbursements, and repayment processes.

Xolilizwe Senior Secondary  
School  
073 489 6240  
Mr Lunga Somagaca  
NSFAS  
060 690 1377

- Inquiry Handling: Responding to inquiries via telephone, email, or in-person visits promptly and professionally, addressing concerns, providing accurate information, and resolving issues effectively.
- Application Processing: Assisting with the processing of student funding applications, verifying supporting documentation, and ensuring compliance with NSFAS policies and procedures.
- Financial Aid Counseling: Offering guidance and counseling to students regarding financial aid options, budgeting, and managing their NSFAS funds responsibly.
- Account Management: Monitoring student accounts, tracking disbursements, reconciling payments, and managing outstanding balances to ensure accurate financial records and compliance with funding agreements.
- Compliance Monitoring: Ensuring compliance with NSFAS policies, regulations, and legal requirements in all customer interactions and administrative processes.
- Quality Assurance: Conducting quality checks and audits on application data, correspondence, and customer interactions to maintain high standards of service delivery and accuracy.

### **College of Cape Town**

#### **Career Development Officer**

September 2018 - July 2019 (11 months) Cape Town Area

This role included the following:

- Career Counseling: Providing individualized career counseling and guidance to students, helping them explore career options, identify interests, strengths, and goals, and develop career plans.
- Career Assessments: Administering and interpreting career assessments and psychometric tests to assess students' interests, skills, personality traits, and values, and using the results to guide career decision-making.
- Job Search Support: Assisting students with job search strategies, resume writing, cover letter preparation, and interview skills development to enhance their employability and job search success.
- Career Resources Management: Developing and maintaining a range of career resources, including print and online materials, career guides, job listings, and internship databases, to support students' career exploration and job search efforts.