

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

- APPLICATIONS** : Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, Arcadia, Pretoria or Private Bag X63, Pretoria, 0001.
- CLOSING DATE** : 13 October 2017, 12H00 No late applications will be considered.
- NOTE** : Requirement of applications: Applications must be submitted on form Z83, obtainable on the internet at <http://www.gpaa.gov.za> (Originally signed). The relevant reference number must be quoted on all applications. Application should consist of (1) a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) (2) original certified copies of all qualifications (including matriculation), Identity document, valid driver's license (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Note: Copies of certified documents will not be accepted – all copies must be originally certified in the past 3 months. Failure to submit the above information will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must be available for interviews at a date and time determined by GPAA. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/ appointment will promote representativeness, will receive preference. Disabled persons are encouraged to apply. For salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. The GPAA reserves the right to utilize practical exercises/tests/competency assessments for non-SMS positions during the recruitment process (candidates who are shortlisted will be informed accordingly) to determine the suitability of candidates for the post(s). The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance.

MANAGEMENT ECHELON

- POST 39/03** : **SENIOR MANAGER: CONTACT CENTRE REF NO: (CCSM/2017/09-1P)**
- SALARY** : R948 174-R1 116 918 per annum (all-inclusive package)
- CENTRE** : Pretoria
- REQUIREMENTS** : A recognized B Degree or equivalent three-year qualification (NQF level 7) as recognized by SAQA. A minimum of eight years demonstrated experience in Call Centre Management/Client Relations Management/Client Service Environment, of which five years should be at a middle / senior managerial level. Experience in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. Knowledge of Relevant legislative requirements and GPAA policies and procedures. Knowledge of Pension Fund Regulations and Rules. Knowledge of the Industry. Knowledge of Relevant

Systems. Knowledge of Benefits Administration. Respect. Service excellence. Integrity. Transparency. Courtesy. Emotional intelligence. Team player. Service delivery innovation. People management and empowerment skills. Change management skills. Good communication skills (both verbal and written). Good Problem solving and analysis skills. Customer Relationship management (channel management). Compliance management. Strategic capability. Knowledge management. Financial management including budgeting and forecasting.

DUTIES

: The successful candidate will be responsible for a wide variety of tasks which include, but not limited to the following: Manage the implementation of the Operations Revenue Management strategy: Monitor the implementation of the operational plan for the Directorate to support the achievement of GPAA's strategic objectives. Manage, monitor and review the Directorate policies, procedures and processes, in accordance with best practice and legislation. Ensure implementation of an effective short, medium and long-term operating strategy for the Directorate. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation. Manage the provision of best practice regarding Directorate functions to all stakeholders. Ensure the implementation of a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. Monitor compliance with relevant legislation throughout all Directorate functions. Analyse service delivery gaps, challenges and implement remedial action strategies. Manage quality of service provided to internal and external customers/clients/stakeholders. Manage the mitigation of identified risks. Ensure information flow to and alignment with all stakeholders to ensure effective engagement. Conduct trend analyses and forecasting. Manage inbound and outbound contact centre services for the Department: Ensure response to and recording of all telephonic inquiries and complaints received from clients via the call management and CRM tools. Ensure resolving client queries. Ensure provision of feedback to clients. Ensure quality assurance of calls of agent services and provide advice and measures to improve service: Ensure listening and assessments of calls. Ensure the provision of the call centre with performance improvement action plans. Analyse and provide systematic reports to contact centre management. Ensure the monitoring of contact centre system, equipment and agent database and action appropriate interventions. Manage all the resources in the Directorate: Oversee the development and management of staff within the Directorate. Implement and maintain a relevant management approach to support effective business results within the Directorate. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Oversee control of budgeting and expenditure process in-line with strategic objectives and relevant legislation. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc) within the Directorate.

**ENQUIRIES
FOR ATTENTION**

: Mr Tumisho Manaka Tel no: (012) 319 1075
: Mr Tumisho Manaka – Recruitment

OTHER POST

POST 39/04

: **ASSISTANT MANAGER: LOGISTICS REF NO: (ASM/L/2017/09-1P)**

**SALARY
CENTRE
REQUIREMENTS**

: R334 545–R394 065 per annum
: Pretoria
: An appropriate Bachelor's degree in Financial Accounting/Public Administration and/or Supply Chain Management/Logistics with at least 4 years' experience in Supply Chain Management of which 2 years should be in a supervisory capacity. Computer literacy that includes a good working knowledge of Microsoft Office Products and ACCPAC as well as knowledge of BAS and LOGIS. Knowledge of Supply chain management in government. Knowledge of Logistics management. Knowledge of PFMA and PPPFA. Knowledge of Preferential Procurement Regulations of 2017. Knowledge of Treasury Regulations Act. Good Communications skills both written and verbal. Self-motivated. Good problem solving skills. Results orientated. Good interpersonal relations. Customer oriented. Team leader. Good analytical skills. Good financial/Accounting skills.

DUTIES

: The successful candidate will be responsible for a wide variety of tasks which include, but not limited to the following: Implement and maintain logistics and inventory policies and frameworks: Guide and advice departmental employees on logistics and inventory management matters to promote correct implementation and sound logistics and inventory management practices. Review, undertake, implement the supply chain logistics, inventory framework and policies through research. Provide input in the design and development of logistics and inventory policies, processes and procedures. Provide input in the strategic and annual supply chain logistics and inventory. Provide monthly SCM reports on procurement of goods and services: Coordinate and facilitate the monthly SCM reports on procurement of goods and services. Keep record of statistics required on government procurement goals. Provide reports for audit purposes to AGSA on request. Coordinate and review the processing of requisitions for goods and services: Processing of requisitions for goods and services. Coordinate the placement of orders for goods and services. Place an order for the service in the case of a service required. Order and acquire goods if not a store item or the item is not in stock. Coordinate the safekeeping and distribution of goods: Monitor the process of receiving and checking goods. Ensure that goods are captured on relevant registers. Return damaged incorrect and substandard goods. Monitor the process of issuing goods as required. Prepare and collate payment documents. Monitor the control of stock: Oversee the process of stock taking according to stock taking plan. Comparison of stock counted with official records. Identify outdated, unserviceable, redundant and obsolete stock. Prepare the identified stock for disposal. Develop proposals for the disposal method. Dispose according to approved method. Manage and development of staff: Manage the performance of the unit which involves coaching, mentoring, and take corrective action where required, develop performance standards and evaluates team and individuals. Monitor staff regarding human resource such as leave, recruitment and grievances. Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan.

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