

**GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)**

- APPLICATIONS** : Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, or Private Bag X63, Arcadia, Pretoria, 0001
- CLOSING DATE** : 05 March 2018, 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.
- ERRATUM:** kindly note that the post of Senior Manager: Management Information Systems Ref No: (SMMIS/2018/02-1P) published in vacancy circular 06 dated 09 Feb 2018 the closing date has been extended to 02 March 2018.

**OTHER POSTS**

- POST 07/06** : **OFFICE MANAGER – OFFICE OF THE CEO REF: OM/2018/02-1P**
- SALARY** : R657 558 (All-inclusive package)
- CENTRE** : Pretoria Head Office
- REQUIREMENTS** : A relevant National Diploma/B Degree or equivalent qualification (NQF 6) with a minimum of 6 years Administration or relevant experience. Experience should include Public Service experience, of which at least three years involved providing support service to executive management. Extensive knowledge of Public Service Act and Regulations, Public Service Legislation and Regulatory framework.

Knowledge of SA Pension Fund legislatives. Knowledge of Programme and Project management. Knowledge of PFMA. Computer literacy that includes a good working knowledge of the Microsoft Office packages. Business ethics (honesty and integrity). Strategic capability and leadership. Ability to work in multi-disciplinary teams. People Management. Strong organizational skills. Research skills. Analytical thinking. Organizing and coordination. Critical thinking. Professionalism. Attention to detail. Quality and Change orientated. Proactive and resourceful. Customer focus and results orientated. Governance, ethics and values. Time management. Verbal and written communication. Strong report writing skills. Relationship Management.

**DUTIES**

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The successful incumbent will be responsible for a wide variety of tasks which includes, but not limited to the following: Manage the administrative requirements of the CEO's office: Review reports received, cabinet memorandums and parliamentary queries, liaising with the relevant stakeholders to facilitate prompt and appropriate responses. Co-ordinate and prepare briefing notes/memorandums/speeches for the CEO to approve and adopt. Liaise with external clients and internal stakeholders, responding to queries, verbally and in writing, with the appropriate information. Manage the budget for the CEO's office, checking and approving invoices and claims against budgeted figures. Oversee the ordering of stationery and office equipment/supplies in compliance with budgeted figures, containing costs. Implement and maintain office administration processes which enhance efficiencies. Maintain up to date databases of relevant documents, presentations and key client information, ensuring accessibility and relevance of information. Project Coordination: Coordinate strategic projects as assigned by the CEO, in accordance with agreed objectives. Liaise with project stakeholders to drive the achievement of project outcomes. Conduct ad hoc research, when required, to inform project decisions. Review project related documentation, ensuring compliance from a corporate governance perspective and adherence to quality standards. Manage the reporting requirements: Coordinate the preparation of monthly and quarterly reports of all activities, achieving adherence to specified deadlines for submission. Assist with the preparation and finalization of the content of the Annual report in conjunction with the relevant business areas. Submit a draft report to EXCO for review prior to finalization. Submit the Annual report by due date, ensuring compliance to relevant requirements. Provide direction to designated committees: Monitor that the committees operate effectively, in accordance with their respective mandates by reviewing minutes of meetings. Coordinate annual evaluations of committees, by designing and distributing questionnaires and providing reported feedback with recommendations for improvement. Inform the committees of changes in legislation and the impact on corporate governance in a timely manner. Provide reported feedback and advice on the operation of the committees, as necessary. Assist in managing compliance with corporate governance best practice: Benchmark GPAA against other institutions to ensure that corporate governance is in line with best practice and highlighting issues identified. Contribute to the compilation of quarterly reports on corporate governance issues, highlighting potential risks and achievements. Assist in the management of relationship with service providers and associated documentation, as required, to achieve sound corporate governance. Monitor compliance and assist various business areas in the implementation of the corporate governance policy and strategy, as required. Monitor that the terms of reference within various committees are appropriate from a corporate governance perspective. Check that sound reporting mechanisms are being utilized by all committees by reviewing reports. Conduct general administration for GPAA's committees: Maintain proper filing and recording of reports and relevant documents in a retrievable system. Provide reports on compliance with EXCO decisions within agreed time frames. Arrange all necessary meetings and take minutes of the meetings, distributing to relevant stakeholders. Organise designated meetings: Prepare the agenda and necessary documentation in collaboration with relevant stakeholders. Take minutes of the meeting, distributing and filing minutes in accordance with standard procedure. Monitor proper and effective communication processes between committee members. Follow-up on decisions agreed with the relevant parties. Manage the confidential/gifts declaration policy and maintain the gifts register as required.

**ENQUIRIES FOR ATTENTION NOTE** : Mr Tumisho Manaka on 012 319 1075  
: Mr Tumisho Manaka– Recruitment  
: One position for Office Manager at the Office of the CEO is currently available at the Government Pensions Administration Agency. This position will be filled permanently.

**POST 07/07** : **CUSTOMER SERVICE AGENT NORTH WEST REGIONAL OFFICE (MAFIKENG) (REF: CSA/NW/019-1P)**

**SALARY CENTRE REQUIREMENTS** : R183 558 (basic salary) Level 6  
: Pretoria Office  
: An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven experience in processing life insurance/employee benefits or client relationship management/client care OR A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in processing life insurance/employee benefits or client relationship management/client care. Knowledge of GEPF products and services will be an advantage. Computer literacy that include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the indigenous languages spoken in the Province as indicated: Tswana. The applications of individuals currently residing in North West Province may receive preference. Excellent problem solving skills. Excellent presentation skills. Excellent communications skills, both verbal and written. Ability to communicate with clients. Time management skills. Self-management – being able to work independently. Knowledge of Employee Benefits. Knowledge of client relations management. Geographical knowledge of the Province applying for.

**DUTIES** : The purpose of the role is to provide administrative functions and to resolve queries and complaints on first contact within the client relationship management environment. The successful incumbent will be responsible for a wide variety of tasks which includes, but not limited to the following: Provide quality customer service within CRM: Handle all face to face enquiries received effectively. Follow up and finalize enquiries referred to other business units, within the agreed time frames. Respond to emails, web queries, posted queries/courier services, faxes within allocated time frame. Update on all the relevant GPAA systems. Provide Client liaison services within the office: Respond to escalated queries within allocated time frame. Interact with the departments and members regarding outstanding queries. Relationship management on any changes happening in the various sections. Provide/request feedback to various clients and stakeholders. Follow-up with business units and provide feedback to clients until cases are finalized. Effective and efficient administration of documents received. Provide administrative support at outreach initiatives. Provide data inputs in the compilation of the reports: Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care. Compile and submit daily, weekly and monthly production statistics to the supervisor. Check and update consolidated/escalation lists to the supervisor.

**ENQUIRIES FOR ATTENTION NOTE** : Ms Thenjiwe Gasa 012 319 1304  
: Ms Thenjiwe Gasa – Recruitment  
: One position for Customer Service Agent North West Regional Office (Mafikeng) is currently available at the Government Pensions Administration Agency. This position will be filled permanently.