

## 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
- FOR ATTENTION** : Ms Thenjiwe Gasa – Recruitment
- CLOSING DATE** : 25 June 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 a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details); 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. 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 23/09** : **SENIOR OPERATIONS MANAGER: GPAA PROGRAM 2.1 REF NO: (SOM/PR2.1/2018/06-1P)**
- SALARY** : R948 174 - R1 116 918 (all inclusive package)
- CENTRE** : Pretoria Office
- REQUIREMENTS** : A recognized B Degree or equivalent three-year qualification in Management, Operational Management and Customer Service (NQF level 7) as recognized by SAQA. A minimum of eight years demonstrated experience in the Operations Management field of which five years' experience 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.

Administration and Management: Knowledge of managing the operations of Pension Administration. Customer and Personal Service: Knowledge of providing special services to customers (i.e. pensioner and other stakeholders) based on their needs. Law and Government Mechanism: Knowledge of Military Pensions law, Pension Law, Medical Schemes, Rules and the government administration. Personnel and Human Resources: Knowledge of staff management, especially staff coaching / mentoring and performance management. Mathematics/Stats: Knowledge of the statistics. Public Safety and Security: Knowledge of protecting people, data, and property. Economics and Accounting: Knowledge of producing, supplying, and using goods and services. Also includes knowledge of the methods for keeping accounting records liabilities, assets. Production and Processing: Knowledge of how resources are managed to supply products and services to customers. Computers and Systems: Knowledge of computer hardware and software that can be employed as enabling technology to integrate service and improve service delivery. Education and Training: Knowledge of teaching and the methods involved in learning and instruction. Measuring/Reporting and managing unit performance. Maintaining collaborative relationships. Understand the Employee Benefit industry. Setting standards and assuring quality. Ensuring lean operations (operational excellence). Making decisions and judging situations. Managing team performance. Influencing people and events. Planning and managing resources. Being a leader and a role model. Problem solving and analysis. Working towards an integrated service. Embracing continuous improvement. Dimension of the role: The Senior Operations Manager's role is applicable to the following Units: Post-Retirement Medical Benefits, Injury on Duty, Military Pensions and General Administration. The Senior Operations Manager has more than 60 employees in Operations. Key Outputs: Develop and implement a strategic business plan for Post-Retirement Medical Subsidy Unit, Military Pensions and IOD Units. Establishing, implementing and managing production capacity to process all monthly transactions in a timely, complete and accurate manner. Cooperating with CRM to resolve client queries and provide information in a timely, complete and accurate manner to enable CRM to provide relevant feedback to clients. Ensure Risk and Audit Findings for the Units are mitigated and resolved. Assist the GM in managing the Service Level Agreement between GPAA and National Treasury. Manage critical Projects and Modernization Initiatives of the Units. Value Delivered: The Senior Operations Manager needs to ensure effective and efficient operational performance and service delivery to clients (i.e. pensioners, beneficiaries and other stakeholders), by minimizing operational risk and increasing organizational productivity and output. Programme 2.1 Operations and Finance Process: The following key operations and financial processes are applicable: Admission of Members/Applicants. Verification/Adjudication for eligibility. Payment of pensions and secondary benefits. Maintenance of Data. Payment of beneficiaries. Manage stakeholders. Manage unit performance. Reporting of Performance.

**DUTIES**

: The successful candidate will be responsible for the following functions and include, but not limited to: Client satisfaction: Ensure that mechanism and communication channels are designed and implemented to respond to second tier inquiries and complaints received via the various CRM channels, and the National Treasury. Lead and guide: Develop, implement and maintain a customer-centric operations strategy in conjunction with the General Manager, to provide relevant Operational capacity to handle all monthly transactions in a timely, accurate and complete manner. Develop, implement and monitor achievement of an effective Operations and Finance Business Plan and budget to support the achievement of Operations' strategic objectives. Perform supply-demand planning and develop a production plan to ensure sufficient resources are in place, to timely meet service delivery demands / needs from pensioners, beneficiaries and stakeholders. Lead by example to embody the GPAA organisational values regarding working with employees, clients, stakeholders and fellow EB team members. Process Owner: Takes full responsibility for all aspects of being a Process Owner for Operations to develop, document, implement, maintain and improve processes, policies, standard operating procedures, training manuals and material, and guidelines. Cooperate with GPAA line managers to manage cross-functional dependencies between, CRM, Operations and Finance to ensure that back-office operations

provide relevant and timely service and information to the Call Centre, Walk-in-Centres and front-office operations to provide timely feedback on queries and complaints. Ensure that relevant training / development programmes (i.e. externally provided or/and internally developed) are in place to improve Operations' functional skills, competence and performance output (i.e. training for processes, systems, policies and procedures). Ensure that operations staff is trained in Medical, Military Pensions and IOD Operations processes, systems, policies and procedures, and guidelines to improve client service delivery levels and outputs. Monitor operational compliance with applicable legislation, statutes, policies and rules of all the funds to ensure that Programme 2.1 is not exposed to any risk of non-compliance. Actively seek opportunities to continuously improve (i.e. optimise the efficiency and effectiveness) of all Operations process performance levels, to cooperate with the GM to work towards an integrated client service and automate manual processes where possible. Ensure that weekly cross-functional operational meetings are held between GPAA line managers (especially in EB Operations and CRM) to develop an integrated internal process that improves internal communication and cooperation. Monitor and control service delivery: Identify Operations service delivery gaps and challenges, perform root cause-analysis, define service delivery operational measures and targets, and implement remedial action strategies. Cooperate with the GM P 2.1, Chief Risk Officer, and Senior Manager Finance to develop and implement an appropriate operational risk management model to mitigate and minimise high-risk areas to acceptable levels. Set up formal SLA's, KPI's and targets for all areas in order to improve speed of production processing, throughput and handling of transactions by delivering and minimising transaction errors. Gather and track operation statistics to monitor daily, weekly and monthly overall Operations performance and quality of outputs to ensure that production targets are consistently achieved, and where problems occur, root cause analysis is performed to propose corrective actions. EB Operations systems: Cooperate with the COO, CFO, CRM GM and EB Operations and Finance GM to assess the need to maintain appropriate integrated Operations systems to improve the effectiveness and efficiency of service delivery to clients. Develop an effective internal control environment: Implement and maintain an effective system of internal controls, control environment and delegation of authority for Operations, to ensure that managers and staff are accountable for decisions made and work performed. Develop team-based performance culture: Develop and maintain a culture of operational excellence ensures client service turnaround times are improved. Develop and sustain a culture of high performance, professionalism and integrity in the delivery of services. Industry developments: Track industry developments and practices and identify and implement opportunities that will improve the effectiveness and efficiency of Operations.

**ENQUIRIES**  
**NOTE**

- : Ms Thenjiwe Gasia Tel No: 012 319 1304
- : One Senior Manager: GPAA Program 2.1 position is currently available at the Government Pensions Administration Agency: Operations and Finance. This position will be filled permanently. The incumbent's primary goal is to support the General Manager (GM) in achieving the Programme's strategic goals. The Senior Operations Manager is responsible for the management, coordination, budget and oversight and reporting of all aspects of the Programme. A culture shift regarding the future mode of operations will have to take place in order for Operations to succeed. Continuous improvement and alignment of people to a future mode of operations will be critical. New processes, motivated people, constructive conflict handling, and developing of assertiveness of staff to handle change, will form the basis of sound delivery in terms of client expectations. Employment Equity targets for the post is African, White, Coloured or Indian female and people with disability. Candidates of the specified groups are encouraged to apply.