

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** : 13 July 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.

OTHER POSTS

- POST 26/17** : **MANAGER: PROVINCIAL OFFICE (BRANCH MANAGER) (REF NO: M-PO/FS/2018/06-1P)**
- SALARY** : R697 011 per annum (all inclusive package)
- CENTRE** : Free State Region (Bloemfontein)
- REQUIREMENTS** : A Recognized three-year Bachelor's Degree or equivalent three year qualification (NQF6/ 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years was in a management role. A valid driver's license is mandatory, at least two years old (a certified copy must be attached to the application). Knowledge of GEPP Services and Products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation. Geographical knowledge of the Province (Region) applying for. Knowledge of two indigenous languages spoken in Region. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills.

DUTIES

Supervisory skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills.

The successful candidate will be responsible for the management of customer relationship in the Region, which inter alia include but is not limited to: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices. Provide inputs and advice on policy development and ensure the effective implementation thereof. Review and ensure effective workflow and capacity planning. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers. Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives. Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates. Develop and implement quality assurance and data quality strategies and actions. Ensure the effective and uniform implementation of Standard Operating Procedures. Submit all statistics, reports and replies timely and accurately. Inform the Senior Manager about work progress, problems and corrective measures applied. Manage the delays on the payment process. Manage provincial service channels (mobile, Walk- in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the Provincial office: Manage the Coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements. Pro-actively develop and implement a risk management plan and report on all risk according to required format. Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office. Promote a corruption free environment and report any breaches. Ensure office based auditing of procedures and proper controls. Monitor and control compliance to audit findings. Keep the risk register at the CRMMMF (CRM middle management forum) updated. Monitor compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the Province: Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives. Ensure that various stakeholders' enquiries or complaints are directed to relevant officials for resolution. Ensure, coordinate, support and track the resolution of various stakeholder/clients enquiries or complaints. Increase GPAA provincial footprint through the rollout of various service channels. Ensure successful business transformation within provincial office: Act as a change champion for transformation and communicate, motivate and drive change initiatives within the office. Recommend and implement performance improvement initiatives. Manage successful implementation of system and process enhancements, updates and amendments within the office. Provide administrative support at outreach initiatives. Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section: Compile comprehensive operational plans, quarterly and annual reports. Keep abreast with changes in relevant guidelines and other legislation, to make recommendations where policies and procedures need to be amended. Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery. Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas. Section Management: Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure. Identify training and development needs, implementing plans to address requirements as appropriate. Manage discipline and absenteeism in accordance with organizational codes and procedures. Facilitate communication through appropriate structures and systems. Manage compliance with agreed budgets in consultation with the Senior Manager, ensuring that costs are contained. Participate in management forums within GPAA, contributing expertise to enable sound decision making. Provide detailed, accurate information for internal and external audit purposes

and action audit issues identified. Implement controls within the section which minimize potential risk to stakeholders. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

**ENQUIRIES
FOR ATTENTION
NOTE**

: Ms Thenjiwe Gasu Tel No: 012 319 1304
 : Ms Thenjiwe Gasu– Recruitment
 : One position of Manager: Provincial Office is currently available at the Government Pensions Administration Agency: Free State Region. This position will be filled permanently. Employment Equity target for the post is African, Coloured or Indian female candidates or people with disability. Candidates of the specified groups are encouraged to apply.

POST 26/18

: **MANAGER: PROVINCIAL OFFICE (BRANCH MANAGER) (REF NO: M-PO/LIMP/2018/06-1P)**

**SALARY
CENTRE
REQUIREMENTS**

: R697 011 per annum (all inclusive package)
 : Limpopo Region (Polokwane)
 : A Recognized three-year Bachelor's Degree or equivalent three year qualification (NQF6/ 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years was in a management role. A valid driver's license is mandatory, at least two years old (a certified copy must be attached to the application). Knowledge of GEPF Services and Products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation. Geographical knowledge of the Province (Region) applying for. Knowledge of two indigenous languages spoken in Region. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills. Supervisory skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills.

DUTIES

: The successful candidate will be responsible for the management of customer relationship in the Region, which inter alia include but is not limited to: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices. Provide inputs and advice on policy development and ensure the effective implementation thereof. Review and ensure effective workflow and capacity planning. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers. Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives. Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates. Develop and implement quality assurance and data quality strategies and actions. Ensure the effective and uniform implementation of Standard Operating Procedures. Submit all statistics, reports and replies timely and accurately. Inform the Senior Manager about work progress, problems and corrective measures applied. Manage the delays on the payment process. Manage provincial service channels (mobile, Walk- in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the Provincial office: Manage the Coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements. Pro-actively develop and implement a risk management plan and report on all risk according to required format. Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office. Promote a corruption free environment and report any breaches. Ensure office based auditing of procedures and proper controls. Monitor and control compliance to audit findings. Keep the risk register at the CRMMM (CRM middle management forum) updated. Monitor compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the Province: Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives. Ensure that various stakeholders'

enquiries or complaints are directed to relevant officials for resolution. Ensure, coordinate, support and track the resolution of various stakeholder/clients enquiries or complaints. Increase GPAA provincial footprint through the rollout of various service channels. Ensure successful business transformation within provincial office: Act as a change champion for transformation and communicate, motivate and drive change initiatives within the office. Recommend and implement performance improvement initiatives. Manage successful implementation of system and process enhancements, updates and amendments within the office. Provide administrative support at outreach initiatives. Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section: Compile comprehensive operational plans, quarterly and annual reports. Keep abreast with changes in relevant guidelines and other legislation, to make recommendations where policies and procedures need to be amended. Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery. Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas. Section Management: Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure. Identify training and development needs, implementing plans to address requirements as appropriate. Manage discipline and absenteeism in accordance with organizational codes and procedures. Facilitate communication through appropriate structures and systems. Manage compliance with agreed budgets in consultation with the Senior Manager, ensuring that costs are contained. Participate in management forums within GPAA, contributing expertise to enable sound decision making. Provide detailed, accurate information for internal and external audit purposes and action audit issues identified. Implement controls within the section which minimize potential risk to stakeholders. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

ENQUIRIES FOR ATTENTION NOTE : Ms Tumisho Manaka Tel No: 012 319 1075
 : Mr Tumisho Manaka – Recruitment
 : A One position of Manager: Provincial Office is currently available at the Government Pensions Administration Agency: Limpopo Region. This position will be filled permanently. Employment Equity target for the post is African, Coloured or Indian female or male candidates or people with disability. Candidates of the specified groups are encouraged to apply.

POST 26/19 : **MANAGER: FRAUD PREVENTION REF NO: (MFP/2018/6-1P)**

SALARY CENTRE REQUIREMENTS : R697 011 per annum (All-inclusive package)
 : Pretoria (Head Office)
 : A relevant three year degree/national diploma or equivalent three year qualification (NQF6/360 credits) in Fraud Management/relevant environment with at least 6 years' experience in the fraud management/relevant environment of which three years should be in a management capacity. Applicants whose exposure in fraud awareness are within a pension fund/financial services environment will be an added advantage. Knowledge of applicable legislation in the field of fraud prevention. A valid driver's license. Computer literacy that include a good working knowledge of Microsoft Office products. Knowledge of Prescribed Regulations and Policies, PFMA, Treasury Regulations of minimum anti-corruption capacity. Knowledge of Corporate Governance (King IV). Knowledge of Public Service Regulations. Knowledge of Ethics & Integrity management framework. Good management skills. Good interpersonal skills. Problem solving skills. Good communication skills (both verbal and written). Assertiveness. Pro-activeness. Team player.

DUTIES : The incumbent will be responsible for a wide variety of tasks which include but not limited to the following- Coordinate information dissemination and awareness campaigns: Organise information sessions and road shows to promote awareness of ethics, fraud, whistle-blowing, etc. within the Department. Identify risks and threats to the department and advise line managers on the department's capability to counter such threats and measures to be instituted. Liaise regularly with relevant internal and external structures and agencies. Initiate Fraud Awareness campaigns and training. Communicate threats in the appropriate forums. Monitor and implement fraud prevention strategy: Facilitate and conduct Risk and Fraud Awareness

Campaign for GPAA. Monitor monthly fraud statistics, consolidate quarterly and prepare report. Ensure that control measures recommended are being implemented. Report and communicate fraud information and awareness to the relevant stakeholders: Analyse the impact of fraud cases and make appropriate recommendations. Manage fraud hotline queries, calls and resolve escalated queries. Draft the monthly/weekly fraud awareness reports. Promote whistle blowing. Manage the development of fraud prevention policy and strategy: Develop required fraud prevention policies and procedures in line with Enterprise Wide Risk Management Policy. Develop fraud prevention strategy in line with fraud prevention policy. Develop action plans and mitigation plans related to fraud. Manage fraud prevention in the Department: Implement the fraud prevention plan, fraud detection strategy. Evaluate fraud and corruption database for trends analysis and ensure corrective actions. Review controls to avoid recurrence of fraud and corruption and ensure control improvement to prevent and minimize fraud. Manage all resources of the unit: Set, agree and monitor performance of direct reports, check that it is aligned with planned targets. Allocate work according to the individual workload, expertise, and developmental needs of the individual. Identify development and succession planning requirements. Ensure employment equity compliance. Monitor that outputs achieve business requirements. Facilitate staff productivity and efficiency, minimizing absenteeism and turnover figures. Motivate staff through the implementation of various reward mechanisms. Facilitate departmental communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per the prescripts.

**ENQUIRIES
FOR ATTENTION
NOTE**

: Mr Tumisho Manaka Tel No: 012 319 1075
 : Mr Tumisho Manaka – Recruitment
 : One Manager: Fraud Prevention position is currently available at the Government Pensions Administration Agency: Enterprise Wide Risk Management. This position will be filled permanently. Employment Equity target for the post is African, Coloured, Indian or White female or person with disability. Candidates of the specified groups are encouraged to apply.

POST 26/20

: **RISK PRACTITIONER (REF NO: RP/EWR-M/2018/06-1P)**

**SALARY
CENTRE
REQUIREMENTS**

: R356 289 per annum (basic salary)
 : Pretoria (Head Office)
 : A recognized 3 year tertiary qualification in Risk management or equivalent three year qualification (NQF 6/at least 360 credits) with four (4) years appropriate proven experience in Enterprise Risk/relevant environment. Computer Literacy which include Ms Office (Word processing, Outlook, Powerpoint and Excel). Knowledge/experience in Barn Owl will be an advantage. Knowledge of Risk Management Processes (COSO, ISO 31000). Knowledge of prescribed regulations and policies – PFMA, Treasury Regulations. Knowledge of Public Service Regulations and other Government prescripts. Knowledge of Governance (King IV). Good analytical skills. Good communication skills both verbal and written. Good planning and organizing skills. Good problem solving skills. Good interpersonal skills (ability to work with all levels of Management across Business Units). Team player. Approachable and innovative. Assertive. Proactive.

DUTIES

: The incumbent will be responsible for a wide variety of tasks which include but not limited to the following- Implementation of risk analysis and monitoring: Identify and assess risks. Assist in providing recommendations for the risk management action plan. Implement risk awareness plan. Assist in reviewing risk strategies to be in line with GPAA objectives. Maintain and compile risk register. Conduct risk awareness campaigns. Verify management action plans and make follow ups on the outstanding management action plans. Identify gaps on policies, procedures and legislations and establish mechanisms to alleviate them. Monitor the effectiveness of the Risk committee and risk champions within the GPAA. Implementation of risk compliance: Update the operational risk control matrix on quarterly basis. Compile risk compliance reports on quarterly basis. Compile enterprise risk scorecard report. Implement enterprise risk scorecard. Undertake risk assessments to determine the GPAA's current risk exposure. Conduct training/risk awareness of employees in the use of risk management tools and techniques. Provide risk assurance on business process. Ensure compliance on risk policy charter. Ensure each business' strategy incorporates risk management principles.

Monitor the central risk programme (Barn owl). Facilitate training on risk awareness to employees in the use of risk management tools and techniques. Provide risk management services to GPAA: Assist in provision of Risk awareness campaigns to head office and regional offices. Co-facilitate risk awareness programmes with stakeholders. Provide advice with regard to risk related matters. Implement action plans for business units to manage operational risk effectively. Liaise with external and internal auditors. Implement risk mitigation factors to manage risk exposure. Provide administrative support to the Strategic and Operational Risk Management committees (Risk Committee): Prepare and circulate risk committee packs. Compile minutes for operational Risk Management Committee. Make necessary arrangements for Risk team members, Strategic and Operational Risk Management meetings. Assist in the drafting of the reports to be submitted to internal and external stakeholders. Provide report risk rating on a monthly basis.

ENQUIRIES
FOR ATTENTION
NOTE

- : Mr Tumisho Manaka Tel No: 012 319 1075
- : Mr Tumisho Manaka – Recruitment
- : One Risk Practitioner position is currently available at the Government Pensions Administration Agency: Enterprise Wide Risk Management. This position will be filled permanently. Employment Equity target for the post is African, Coloured, Indian or White female or person with disability. Candidates of the specified groups are encouraged to apply