

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** : 22 October 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 as 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-employments 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 and annual performance agreement and will be required to undergo a security clearance.

MANAGEMENT ECHELON

POST 40/07 : **GENERAL MANAGER: ENTERPRISE WIDE RISK REF NO: GMEWR/2018/10-1P**

The purpose of the role is to ensure effective management of the development and implementation of risk strategies, anti-fraud and case management services.

SALARY : R1 189 338 - R1 422 012 per annum (Level 14) (all- inclusive package)
CENTRE : Pretoria Office

REQUIREMENTS : A relevant B degree/B Tech (NQF 7) in Risk Management as recognized by SAQA. A minimum of 10 years' relevant experience in an Enterprise Wide Risk Management environment (a combination of experience within Corporate Governance, Internal Audit, Forensic and Fraud Prevention will be an advantage). At least five years senior management experience within the relevant field. Proven track record as a Programme Head/Business Head. Candidates who hold membership of the Institute of Risk Managers of South Africa (IRMSA) will be an advantage. Experience in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. Strategic capability. Service delivery innovation. Client orientation and customer focus. Financial management. People management and empowerment. Programme and project management. Change management. Good communication skills. Knowledge management. Problem solving and analysis. Respect. Service Excellence. Integrity. Transparency. Courtesy. Emotional Intelligence. Team Player. Knowledge of Benefits Administration. Knowledge of Relevant legislative requirements and GPAA policies and procedures. Industry Knowledge. Knowledge of Pension Fund Regulations and Rules. Knowledge of Compliance Management. Working knowledge of COSO Management Framework and Value chain.

DUTIES : Ensure the implementation of the Enterprise Risk strategy. Develop, implement and monitor achievement of an effective Business Plan. Oversee the development, implementation and maintenance of Division policies, procedures, and processes, in accordance with best practice. Develop an effective medium term expenditure framework (MTEF) and medium term strategy framework (MTSF) operating strategy for the Division. Analyze Division trends and prepare management reports. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organization. Oversee the provision of best practice regarding Division functions to all stakeholders. Develop a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organization. Assess the provision of Division support and advice to line managers to ensure that line managers are fully equipped to deal with risk related matters. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Division policies and procedures. Monitor compliance with relevant legislation throughout all Division functions. Analyze service delivery gaps, challenges and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Represent the Division at all relevant committees and forums. Proactively identify risks and mitigation thereof. Oversee the analysis of trends and forecasting. Ensure the establishment and maintenance of an appropriate risk management service within the Department. Manage the development and implementation of business continuity and disaster recovery plans. Manage the monitoring and implementation of risk mitigation plans. Manage and ensure performance of risk and compliance audit for the Department. Ensure risk management awareness campaigns. Manage and ensure fraud prevention and case management initiatives for the Department. Ensure the implementation of the departmental anti-fraud and case management strategies. Ensure fraud and corruption

awareness campaigns. Manage the identification of potential fraud and corruption risks. Ensure the Investigation of fraud and corruption business cases. Manage all the resources in the Division. Ensure the development and management of staff within the Division. Implement and maintain a relevant management approach to support effective business results within the Division. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure 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 Division.

**ENQUIRIES
FOR ATTENTION
NOTE**

- : Ms Mapule Mahlangu Tel No: 012 399 2639
- : Ms Mapule Mahlangu – Recruitment
- : One General Manager: Enterprise Wide Risk position (permanent) is currently available at the Government Pensions Administration Agency. Please note: All shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Following the interview and technical exercise, the selection panel will recommend candidates to attend a generic managerial competency assessment (in compliance with the DPSA Directive on the implementation of competency based assessments). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools. Employment Equity target for the post is African, Coloured or Indian female candidates or person with disability. Candidates of the specified groups are encouraged to apply.

POST 40/08

- : **SENIOR MANAGER: REGIONS REF NO: SM/CRM-R/2018/09 -1P**
The purpose of the job is to manage the CRM function for GPAA at Regions so that fair practices and procedures are followed in compliance with legislation.

**SALARY
CENTRE
REQUIREMENTS**

- : R1 005 063 – R1 183 932 per annum (Level 13) (all-inclusive package)
- : Pretoria Head Office
- : A recognized B Degree or equivalent three-year qualification (NQF level 7) as recognized by SAQA – preferably in Business Management. A minimum of eight years demonstrated experience in Employee Benefits Administration and Client Relationship Management within the Employee Benefits Administration sector, of which five years should be at a middle / senior managerial level. Experience within Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. Knowledge of the Employee Benefits and Public Service legislative framework. Knowledge of Customer Service principles and processes. Knowledge of Regional law and associated mechanisms. Knowledge of Relevant legal requirements, particularly BCEA and GPAA policies and procedures, including Public Service Act. High level of communication skills. Good Leadership skills. Collaboration skills. Delegation skills. Initiative skills. Emotional Intelligence. Integrity. Demonstrable commitment. Customer service orientation. Structured approach. Regional Administration and Management. Computerized data systems. Project management. Strategic decision making. Ability to see the big picture.

DUTIES

- : Management of risk: Develop risk management plans of division to ensure that the Region maintains good risk management practices within an organisational risk management plan. Identify any risks relating to the business unit, and intervene to monitor compliance with the risk management strategy of GPAA. Maintain sound relationships with key stakeholders. Engage in consultation process with both employees and management, as required, exhibiting an understanding of essential risk considerations. Persuade key stakeholders in engaging in risk discussions, achieving a win-win solution as far as possible. Proactively mitigate Region risks. Proactively monitor practical initiatives embarked

upon within the GPAA which affect risk management, and managing any negative implications. Provide a consultative service to business: Provide expert advice on employee benefits and regional issues experienced by Line in compliance with legislation, achieving unbiased resolution. Provide consistent application of sound organization principles across regional offices. Represent the GPAA within various Regional forums. Ensuring client relationship management services in regions: Ensure that outreach, education and document collection services offered through branches, satellite offices and the mobile offices are effective and efficient. Analyse and give feedback on emerging trends on regional developments in order to formulate initiatives to address any issues arising. Manage implementation of employee capacity building initiatives, achieving agreed project milestones and adequate communication. Drive implementation of awareness campaigns, ensuring objectives are achieved. Manage the achievement of an integrated regional communication approach. Facilitate compliance to SLA's by employer departments within the region. Manage relations between Regional employers and Regional Managers. Manage operations of the sub unit: Establish and manage agreed budgets in consultation with the General Manager CRM, ensuring that costs are contained. Recommend system developments to allow for improved efficiencies and document control. Check the integrity of the Employee Benefits and Regions data being captured on the system; make sure that it is reliable and valid at all times. Manage, coordinate and oversee the daily operational activities of the region to ensure that it functions effectively and efficiently. Manage accurate record keeping of confidential information within the region. Manage and develop staff reporting to this position: Set, agree and monitor performance of direct reports, check that it is aligned with performance agreements. Identify development needs and provide coaching and mentoring as appropriate. Facilitate staff productivity and efficiency, minimizing absenteeism. Motivate staff through the implementation of various recognition mechanisms. Facilitate region's communication through appropriate structures and systems. Drive employee benefits in the region and operational plans and policies: Develop, implement and monitor achievement of an effective Business Plan and budget for the Region to support the achievement of GPAA's strategic objectives. Formulate plans for the provision of support and advice to provincial managers to ensure that they are fully equipped to deal with all Employee Benefits and Region related matters within the ambit of their responsibility. Compile comprehensive regional reports for the Region, highlighting successes and risks in terms of achieving organizational objectives. Keep abreast with changes in Employee Benefits guidelines and legislation, to make recommendations where GPAA policies and procedures need to be amended, monitoring the implementation of changes made. Check compliance by employer departments to Public Sector resolutions and policies relating to Employee Benefits, initiating changes identified.

ENQUIRIES
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NOTE

- : Ms Zwonaka Makhani Tel No: 012 319 1075
- : Ms Zwonaka Makhani – Recruitment
- : One permanent position of Senior Manager: Regions (CRM) is currently available at GPAA. This position will be filled as a permanent position. Please note: All shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Department. Following the interview and technical exercise, the selection panel will recommend candidates to attend a generic managerial competency assessment (in compliance with the DPSA Directive on the implementation of competency based assessments). The competency assessment will be testing generic managerial competencies using the mandated DPSA SMS competency assessment tools. Employment Equity target for the post is African, Coloured or Indian female or person with disability. Candidates of the specified groups are encouraged to apply.

OTHER POSTS

POST 40/09 : **ASSISTANT MANAGER: IT AUDIT REF NO: ASM/ITAUD/2018/10-1P**
The purpose of the post is to provide technical support to IT Audits and provide audit services for GPAA.

SALARY : R356 289 per annum (Level 09) (basic salary)

CENTRE : Pretoria Head Office

REQUIREMENTS : A Recognized three-year Bachelor's Degree/National Diploma (360 credits/NQF6) in Internal Audit/Information Systems Audit with at least four (4) years' experience in Internal Auditing of which three (3) years should be in an IT Audit role. At least two years supervisory experience. One year experience in ACL and a qualification in basic scripting. Certified Internal Auditor and CISA will be an advantage. Computer literacy in Microsoft packages (Word, Excel, Powerpoint, Access and Visio), ACL and Teammate. Knowledge of Benefits Administration. Knowledge of Customer Relationship Management (Channel Management). Knowledge of relevant legislative requirements and GPAA policies and procedures. Industry knowledge. Knowledge of Financial management including budgeting and forecasting. Knowledge of Pension Fund Regulations and Rules. Knowledge of Compliance Management. Knowledge of relevant systems. Knowledge of COSO, COBIT and ITIL. Knowledge of IT concepts terminology, practices and the Process of Auditing. Knowledge of Information Systems. Governance and Management of IT. Information Systems Acquisition, Development and Implementation. Information Systems Operations, Maintenance and Service Management. Protection of Information Assets. Service delivery innovation. Client Orientation and customer focus. People management and empowerment. Programme and project management. Change Management. Communication. Problem solving and analysis. Report Writing.

DUTIES : The successful incumbent of this position will be responsible for IT Audit which includes the following, but not limited to: Manage the planning of IT audit projects and execution of IT audits: Assist with the development of the IT Audit plan. Conduct preliminary survey for each project. Develop system description and risk control matrix for each project. Develop the audit programme. Execute, supervise and finalise the IT audit projects allocated on TeamMate using ACL according to the agreed deadlines and quality standards. Discuss and resolve informal queries with clients. Gathering evidence about operations of a department under review. Evaluate the evidence gathered. Determine whether the operations of a department meet acceptable standards. Assess the economy, efficiency and effectiveness of controls and operations. Follow up action plans as they become due. Developing and maintaining productive client, staff, and management relationships through individual contacts and group meetings. Representing internal audit on organizational project team. Develop and draft Reports: Issue a draft report for each IT audit project. Assist with achieving the resolution of problems identified. Conduct continuous monitoring and evaluation of the progress against the approved IT Audit plan. Assist with analysis and contribute to recommendations made to improve policies, procedures, processes, measurements and expenditure. Keep abreast of global trends, new developments in the IT Audit environment and emerging technologies. Issue follow up reports as actions plans become due. Update the findings register. Facilitate and ensure Compliance: Comply with the IIA and ISACA standards, code of ethics and frameworks. Contribute to the quality of IT Audits. Comply with Government, GPAA and Internal Audit methodology, policies, procedures, prescripts, regulations, acts and laws. 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 evaluate team and

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FOR ATTENTION
NOTE**

individuals. Monitor staff regarding human resource such as leave, recruitment and grievances. Compile the work plans for the section.
: Mr Lesiba Sehlapelo Tel No: 012 319 2710
: Mr Lesiba Sehlapelo – Recruitment
: One Assistant Manager: IT Audit position is currently available at the Government Pensions Administration Agency. This position will be filled as a permanent position. Employment Equity target for the post is Coloured or Indian males/females, or White females or people with disabilities. Candidates of the specified groups are encouraged to apply.

POST 40/10

IT AUDITOR REF NO: ITAUD/2018/10-1P

**SALARY
CENTRE
REQUIREMENTS**

: R299 709 per annum (Level 08) (basic salary)
: Pretoria Head Office
: A Recognized three-year Bachelor's Degree/National Diploma (360 credits/NQF6) in Internal Audit/Information Systems Audit with three (3) years internal auditing experience of which one (1) years' experience is/was in IT Auditing. One year experience in ACL and a qualification in basic scripting. Computer literacy: Microsoft packages (Excel, Word, Powerpoint, Access and Visio), ACL and Teammate. Knowledge of Benefits Administration. Knowledge of Customer Relationship Management (Channel Management). Knowledge of relevant legislative requirements and GPAA policies and procedures. Industry knowledge. Knowledge of Financial management including budgeting and forecasting. Knowledge of Pension Fund Regulations and Rules. Knowledge of Compliance Management. Knowledge of relevant systems. Knowledge of COSO, COBIT and ITIL. Knowledge of IT concepts terminology, practices and the Process of Auditing. Knowledge of Information Systems. Governance and Management of IT. Information Systems Acquisition, Development and Implementation. Information Systems Operations, Maintenance and Service Management. Protection of Information Assets. Service delivery innovation. Client orientation and customer focus. People management and empowerment. Programme and project management. Change Management. Communication. Problem solving and analysis. Report Writing. Respect. Service Excellence. Integrity. Transparency. Courtesy. Emotional Intelligence. Team Player.

DUTIES

: The purpose of the role is to provide administrative support in the IT Audit services for GPAA. The successful incumbent of this position will be responsible for IT Audit which includes the following, but not limited to: Execute IT audit projects: Execute and finalise the IT audit projects allocated on TeamMate and using ACL according to the agreed deadlines and quality standards. Administer the Teammate system, and the ACL tool. Discuss and resolve informal queries with clients. Gathering evidence about operations of a department under review. Evaluate the evidence gathered. Determine whether the operations of a department meet acceptable standards. Assess the effectiveness of controls and operations. Follow up action plans as they become due. Ensure Compliance in the audit unit: Comply with the IIA and ISACA standards, code of ethics and frameworks. Contribute to the quality of IT Audits. Comply with Government, GPAA and Internal Audit methodology, policies, procedures, prescripts, regulations, acts and laws.

**ENQUIRIES
FOR ATTENTION
NOTE**

: Mr Lesiba Sehlapelo Tel No: 012 319 2710
: Mr Lesiba Sehlapelo – Recruitment
: One IT Auditor position is currently available at the Government Pensions Administration Agency. This position will be filled as a permanent position. Employment Equity target for the post is Coloured or Indian males/females, or White females or people with disabilities. Candidates of the specified groups are encouraged to apply.

POST 40/11 : **EB ADMINISTRATOR MEMBERSHIP REF NO: EBA/MEM/2018/09-12C**
12 months contract (non-renewable)

SALARY : R196 407 plus 37% in lieu of benefits (Level 06)
CENTRE : Pretoria Head Office
REQUIREMENTS : An appropriate three (3) year tertiary qualification (in administration/finance) with 18 months proven administration/processing experience in Financial Services or Senior Certificate with 3 years proven administration/processing experience in Financial Services. Computer literacy on Microsoft Office products. Knowledge of GEPF services and products. Knowledge of Financial administration. Knowledge of applicable Legislation within Employee Benefits Section. Planning and organizing skills. Decision making and problem solving skills. Good communication skills. Work independently. Customer service orientation. Ability to work under pressure. Interpersonal relations.

DUTIES : The purpose of the role is to provide administration services to the Active Membership function within GPAA. The successful incumbent will be responsible for a wide variety of tasks which include the following but not limited to: Assist in the maintenance of member profile: Admissions of new members to the fund. Updating personal details of members or pensioners via CIVPEN and/or Workflow systems. Capturing dependent and/or beneficiary details on pension profile. Rectify employment and service period details of active members. Identify system number linking cases and process cases or escalate to the linking processor. Corrections of systems/user errors via process status 2 reports. Ensure vital documentation has been provided for proof pertaining to required changes. Verify and accurately capture member's details on the system in accordance with the relevant GEPF rules. Maintain ownership and hold responsibility of all documents once they are read in. Access the relevant function on the system to load beneficiaries' information as per form. Forward the updated information to supervisor to conduct quality checks on updated beneficiaries. If form is incorrectly filled and/or attachments not in compliance with required standards; create error letter to member and employer. Ensure that messages/ comments on all documents that are read out, are precise and simple for others to understand. Assist in the management of member queries. Deal with dedicated queries as a matter of urgency and ensures that resolutions are implemented. Request additional or more information if required. Ensure that vital information has been submitted. Render both routine and ad hoc walking services, where necessary or on request from a supervisor or management, delivering or collecting urgent cases.

ENQUIRIES : Ms Mapule Mahlangu Tel No: 012 399 2639
FOR ATTENTION : Ms Mapule Mahlangu – Recruitment
NOTE : Various EB Administrator positions at EB Membership are currently available at the Government Pensions Administration Agency. These positions will be filled on a 12 month contract basis. Employment Equity target for the post is African, Coloured or Indian female or person with disability. Candidates of the specified groups are encouraged to apply.