

## 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 Felicia Mahlaba– Recruitment
- CLOSING DATE** : 29 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. 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 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-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. Render both routine and ad hoc walking services, where necessary or on request from a supervisor or management, delivering or collecting urgent cases.

## OTHER POSTS

- POST 41/16** : **QUALITY ASSURANCE AND COACHING SPECIALIST REF NO: QA.CS/CRM/2018/10-1P)**  
Client Relationship Management
- SALARY** : R356 289 (basic salary) Level 09
- CENTRE** : Pretoria Head Office
- REQUIREMENTS** : A recognized three year tertiary qualification/B Degree/National Diploma (at least 360 credits) with four years appropriate experience in Call Centre/ Customer Enquiry Services environment of which at least two years' experience should be in

a supervisory role within call Centre environment. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of Call Centre environment. Knowledge of GEPF products and services. Knowledge of any Quality assessment system applied in the call Centre. Knowledge of Employee Benefits industry. Good communication skills. Ethical business conduct. Analytical. Strong leadership and managerial skills. Assertiveness skills. Ability to work under pressure. Embracing continuous improvement. Quality and customer service orientation. Rational decision making and problem solving. Planning and organizing.

**DUTIES** : The purpose of the role is: To provide call Centre quality assurance services. The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Quality assessment of the call centre agent's calls and provide advice on measures to improve services: Conduct daily quality checks of telephonic transactions recorded on the voice logger. Screen calls and determine the trends that impact on call centre operations. Identify areas of improvement and make recommendations to respective supervisors. Evaluate the agreed number of calls per agent per month. Conduct monthly calibration sessions and provide individual feedback to supervisors and agents. Facilitate written product knowledge assessments and provide feedback to respective supervisors. Review operational process and identify opportunities that can influence customer experience. Provide management with business impact report on a monthly basis. Facilitate the coaching of all call centre agents: Guide and coach subordinates to solve problems on their own. Effective development and follow-up assessments of subordinates. Provide feedback on outcomes of all evaluations. Continuously review appropriateness of performance targets. Identify training needs and facilitate training sessions as and when required. Facilitate information sharing sessions through presentations on various products and amendments to the rules and regulations of the GPAA. Retrieve and provide QA reports: Draw and submit reports daily, weekly and monthly. Analyze the report and investigate the discrepancies against agreed standards. Constantly review current processes and improvement opportunities.

**ENQUIRIES** : Ms Felicia Mahlaba Tel No: 012 319 1455  
**NOTE** : One Quality Assurance and Coaching Specialist position is currently available at CRM Call Centre unit of the GPAA. The position will be filled as a permanent position. Employment Equity target for the post is Coloured or Indian Male /Female or African male and people with disability. Candidates of the specified groups are encouraged to apply

**POST 41/17** : **ASSISTANT MANAGER: PERFORMANCE MANAGEMENT AND DEVELOPMENT REF NO: ASM/PM/2018/10-1P-RA**

**SALARY** : R356 289 (basic salary) Level 09  
**CENTRE** : Pretoria

**REQUIREMENTS** : A relevant three-year tertiary qualification/or equivalent three year qualification (360 credits) in Human Resource Management with at least 4 years' experience in the administration of Performance Management of which at least two years involved supervision/management of staff. Knowledge of HR administration: Performance Management. Excellent working knowledge of PERSAL and all functions relating to PMDS. Excellent working knowledge of Microsoft Office products. Knowledge of Public Service prescripts and legislations relating to PMDS. Must be analytical and thorough. Customer centric approach. Problem solving ability. Excellent interpersonal relations. Effective leadership and supervisory skills. Ability to work in a team as well as independently. Adhering to business ethics and deal with confidential matters. Organising skills. Ability to communicate at all levels. Ability to prioritize work and urgent matters and deal with confidential matters. Ability to meet strict deadlines. Attention to detail and accuracy. Good written and verbal communication skills. Must be very thorough with the ability to detect errors. Effective administration skills. Ability to take responsibility. The ability to produce and interpret statistical data. Experience in presenting training sessions to employees. Ability to do presentations and training relating to PMDS. Ability to effectively engage with all employees in training sessions and provide expert advice.

**DUTIES**

: The successful candidate will be responsible for the following functions and include, Ensure the management of the administration of individual performance management systems in the Department. Develop and maintain policies related to Performance Management and Development System (PMDS). Ensure compliance to policies and regulations on the implementation of Performance Management and Development System. Consult relevant stakeholders on policy making processes. Monitor the compliance of the performance management system and provide reports on the PMDS. Assist with the management of employee performance review and assessment process. Provide technical support to the employees, managers, Senior Management Service (SMS) and Review Committees. Plan, organize, co-ordinate and control proper and effective maintenance of filing system. Compile/initiate Ministerial submissions for payment of performance bonus awards/additional salary notch and pay progressions. Assist with the management of the Non-OSD Salary Progressions. Manage and maintain the data base systems and PERSAL reporting function on PMDS. Administer the SMS performance management system. Ensure the submission of performance agreements, reviews and assessments of SMS members within set time frames. Assist with the management of the quality checking of all performance agreements, reviews and assessments for SMS. Maintain database and proper filing system for SMS. Monitor and evaluate the implementation of Performance management processes and provide expert advice. Manage the consultation and consolidation of inputs received from Key stake holders. Ensure the communication of all amendments, new directives and aspects relating to the Performance Management and the Development Systems to Senior Management and employees in the organization. Manage the performance agreements and annual performance reviews by making recommendations, providing expert advice and guidance. Oversee the checking and approval of transactions. Providing expert advice on matters related to the Performance management and Development System. Provision of guidelines and support to line managers on processes of the Performance Management and Development System. Assist with the administration and reporting of poor performance of SMS to relevant parties. Manage all resources of the PMDS 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. Assist with the management of financial and procurement processes of the component. Identify development and succession planning requirements. Ensure employment equity compliance. Give input for annual reports on the management of service benefits. Facilitate departmental communication through appropriate structures and systems. Assist with the management of the budget of the unit and monitor expenditure patterns as per the prescripts Develop and Review performance management and development systems: Conduct analyses on policies and make recommendations. Review and develop PMDS systems. Ensure that the inputs from relevant stakeholders are utilized. Liaise with stakeholders in terms of developing the performance management systems.

**ENQUIRIES**  
**NOTE**

: Ms Felicia Mahlaba Tel No: 012 319 1455  
: One Assistant Manager: Performance Management and Development position is currently available at the Government Pensions Administration Agency. The purpose of the Assistant Manager is to effectively assist the Manager: Performance Management and Development to manage the implementation of performance management and development systems within the GPAA. This position will be filled as a permanent position. Employment Equity target for the post is Coloured, White or Indian Male and people with disability. Candidates of the specified groups are encouraged to apply.