

**GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)**

- CLOSING DATE** : 05 November 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.

**MANAGEMENT ECHELON**

- POST 42/21** : **CHIEF INFORMATION TECHNOLOGY OFFICER: ICT (CIO) REF NO: CIO/2018/10-1P**

The purpose of the role is to ensure effective and efficient technology and systems required to achieve the organisation's operations requirements

- SALARY** : R1 189 338 - R1 422 012 per annum (all-inclusive package)
- CENTRE** : Pretoria Head Office
- REQUIREMENTS** : A relevant B degree/B Tech (NQF 7) in Information Technology as recognized by SAQA. A minimum of 10 years' relevant experience in an ICT environment. At least five years senior management experience within the relevant field. Proven track record as a Programme Head/Business Head. Experience in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. 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. 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. Render both routine and ad hoc walking services, where necessary or on request from a supervisor or management, delivering or collecting urgent cases.

## **DUTIES**

: Ensure the implementation of the ICT strategy: Participate in the annual strategic planning cycle to assist GPAA business units to identify key information needs and implications of business decisions. Develop, implement and monitor achievement of effective strategic objectives. Ensure 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) as well as an operating strategy for the Division. Contribute to the annual strategic plan. Analyse Division trends and prepare management reports. Track new developments in practices to improve the effectiveness and efficiency of the Division. Develop a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. 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 to all stakeholders. Ensure quality of service provided to internal and external customers/clients/stakeholders. Proactively ensure the identification and mitigation of risks. Overseeing of operations of the business units: Assess the provision of ICT support and advice to line managers to ensure that line managers are fully equipped to deal with risk related matters. Monitor compliance with relevant legislation throughout all ICT functions. Manage planning of resource requirements for the organisation to ensure sufficient resources are in place to meet service delivery demands. Oversee the provision of accurate, current advice regarding ICT to all stakeholders. Analyse service delivery gaps and challenges, define service delivery operational measures and targets, and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Represent the ICT at all relevant committees and podiums. Proactively ensure the identification and mitigation of risks. Oversee control of budgeting and expenditure process in-line with strategic objectives and relevant legislation. Ensure that all services are within the SLA to ensure excellent end-user experience. Ensure an effective Information System service: Manage information security requirements for the GPAA in order to facilitate organisation innovation and learning as well as effective and efficient methods of operation. Drive information security strategies and policies. Manage the security of organisational information. Continuously improve information security processes and procedures. Oversee the ICT continuity management. Oversee ICT compliance management. Ensure confidentiality and reliability of corporate data, proprietary information and intellectual property together with the Information Security Officer. Ensure an effective Infrastructure Management: Oversee the infrastructure requirements and maintenance for GPAA and effective service management. Drive ICT Service Management strategies and policies. Provide a definitive portfolio for ICT services and articulation of the business needs that each service meets and the business outcomes. Ensure an effective Business Support Services: Maintain the functionality of all existing systems and to manage deployment of new systems. Drive systems strategies and policies. Manage the provision of system support to the organisation. Manage systems risk. Implementation of project specific systems. Manage implementation of Change control performance. Manage the release and deployment of ICT solutions into the organisation. Manage the validation and testing processes. Manage the System administration processes. Ensure effective applications management: Manage,

coordinate and oversee operational activities and projects of the Applications Maintenance; Applications Testing, Applications Development and Application Release to ensure that ICT Applications teams functions effectively and efficiently. Provide best practice advice on the installations, maintenance and de-installation of ICT Applications to solve business problems. Ensure that the Applications are robust, reliable and flexible to cope with expansion of business and user needs. Ensure an effective business knowledge management: Provide a platform to facilitate and support internal business knowledge management practices. Manage the proliferation and documentation of data and information within the GPAA. Identification of knowledge sources and accumulate information to be assimilated into the Knowledge Management System. Ensure an effective Project Management office: Provide leadership, coordination, and management of the PMO processes and functions in GPAA. Manage the programme scope, define deliverables, obtain consensus and manage stakeholder expectations. Ensure proper management of change requests and control scope through effective execution of plan. Educates and provides through leadership for the introduction of project management methodologies in product and process development. Facilitate the achievement of project requirements in a high quality and timely fashion within budget guidelines. 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  
APPLICATIONS**

: Ms Zwonaka Makhani Tel No: 012 319 1075  
: 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  
NOTE**

: Ms Zwonaka Makhani– Recruitment  
: One Chief Information Technology Officer: ICT position (permanent) is currently available at the Government Pensions Administration Agency. Employment Equity target for the post is Indian, Coloured, African male/female candidates or person with disability. Candidates of the specified groups are encouraged to apply.

**OTHER POSTS**

**POST 42/22**

: **HUMAN RESOURCES ADMINISTRATOR: RECRUITMENT, SELECTION AND PLACEMENT REF NO: A/RSP/2018/10-1P**  
The purpose of the job is to provide administration support to recruitment, selection and placement in GPAA.

**SALARY  
CENTRE  
REQUIREMENTS**

: R196 407 (basic salary)  
: Pretoria Head Office  
: Appropriate recognized Bachelor's Degree/National Diploma or equivalent three year qualification (NQF 6 with at least 360 credits) preferably in Human Resources with at least 18 months experience within the Human Resources environment. Preference will be given to candidates with recruitment exposure Or Grade 12 with at least three years' experience within the Human Resources environment. Preference will be given to candidates with recruitment exposure. Computer literacy that would include a good working knowledge of Microsoft Office Products. Knowledge of Public Service Prescripts and Legislations. Good customer relations skills. Be able to deal with confidential matters with integrity. Excellent interpersonal relations. Excellent communication skills in English (written and verbal). Must be analytical and thorough - ability to detect errors. Ability to prioritize work and urgent matters. Ability to function independently and to take responsibility and initiative. Excellent organizational and coordination skills. Effective problem solving skills. Adhering to business ethics. Effective team work.

**DUTIES**

: The incumbent will be an Administrator with focus on recruitment and will be responsible for a wide variety of administrative tasks which include, but is not limited to the following: Render administrative support for recruitment, selection

and placement. Receipt of applications for advertised positions and correspondence with recruitment agencies handling short listing. Provide administrative support for the application management process which include but not limited to capturing of all applications received. Provide administrative support for the process of shortlisting. Administer the offer process: Drafting of offer letters and contracts and liaison with successful applicants on acceptance/non-acceptance which include regret letters. Arrange logistics before, during and after interviews. Administer the process of risk assessments, fingerprint scanning and document verification. Ensure that all recruitment documents and files are filed and archived according to prescripts. Provide administrative support to the unit. Perform office administrative activities. Assist with requests for Purchasing Orders. Assist with submitting invoices to Accounts Payable. Organize office logistical matters. File office correspondence, documents and reports. Draft and type standard correspondence and documents. Completion of forms and documents related to claims, payments, invoices and consultant fees. Order stationery and equipment for the section. Support implementation of advertisements and the sourcing of potential candidates. Ensure advert is drafted in correct format. Submit advert on time to DPSA. Obtain signatories on adverts for external media as per timelines.

**ENQUIRIES** : Mr Lesiba Sehlapelo Tel No: 012 399 2710  
**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** : Mr Lesiba Sehlapelo – Recruitment  
**NOTE** : One position for HR Administrator: Recruitment, Selection and Placement are currently available at the Government Pensions Administration Agency: Human Resources. The position will be filled as a permanent position. Employment Equity target for the post is Coloured, African or White males and people with disabilities. Candidates of the specified groups are encouraged to apply.

**POST 42/23** : **VARIOUS CUSTOMER SERVICE AGENTS**  
 12 months contract

**SALARY** : R196 407 (basic salary) (Level 06) plus 37% in lieu of benefits  
**CENTRE** : Johannesburg walk in Centre – Johannesburg (Ref No: CSA/WICJ/10-1C)  
 Pretoria back office – Head Office (Ref No: CSA/BO/10-4C)  
 KZN Regional – Durban and Pietermaritzburg (Ref No: CSA/KZN/10-6C)  
 Northern Cape Regional Office - Kimberley (Ref No: CSA/NC/10-1C)  
 Mpumalanga Regional Office - Nelspruit (Ref No: CSA/MPU/10-1C)  
 Limpopo Regional Office - Polokwane (Ref No: CSA/LIMP/10-1C)  
 Free State Regional Office – Bloemfontein (Ref No: CSA/FS/10-2C)  
 Free State Satellite Office – Phuthaditjhaba (Ref No: CSA/FS/PHUT/10-1C)  
 North West Regional Office – Mafikeng (Ref No: CSA/NW/10-2C)  
 North West Satellite Office – Rustenburg (Ref No: CSA/NWRUST/10-1C)  
 Eastern Cape Regional Office – Port Elizabeth (Ref No: CSA/ECPE/10-3C)  
 Eastern Cape Regional Office – Mthatha (Ref No: CSA/ECMTHAT/10-1C)  
 Eastern Cape Regional Office – Bisho (Ref No: CSA/ECBHIS/10-1C)  
 Western Cape Regional Office – Cape Town (Ref No: CSA/WC/10-2C)

**REQUIREMENTS** : 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 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 would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for, would be an added advantage. 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 incumbent will be responsible for a wide variety of tasks which includes but are 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** : Ms Mapule Mahlangu on Tel No: 012 399 2369 for JHB Walk in Centre, Back Office, Free State, North West – Mafikeng and Rustenburg  
Ms Felicia Mahlaba on Tel No: 012 319 1455 for KZN and Western Cape  
Ms Zwonaka Makhani on Tel No: 012 319 1075 for Mpumalanga, Limpopo, Eastern Cape- Port Elizabeth, Mtatha, Bisho
- APPLICATIONS** : Please forward your application, quoting the relevant reference number, and either post to: Government Pensions Administration Agency, 34 Hamilton Street, or Private BAG X63, Arcadia, Pretoria, 0001 or hand deliver to the GPAA Regional Office in the Province applying for (details available on [www.gpaa.gov.za](http://www.gpaa.gov.za))
- FOR ATTENTION** : Ms Mapule Mahlangu – Recruitment (JHB Walk in Centre, Back Office, Free State, North West) OR Ms Felicia Mahlaba – Recruitment for KZN and Western Cape or Ms Zwonaka Makhani – Recruitment for Mpumalanga, Limpopo, Eastern Cape
- NOTE** : Various Customer Service Agent positions are currently available at the Government Pensions Administration Agency. The purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment. These positions will be filled on 12 months contract. The applications of individuals currently residing in the area applying for, may receive preference.
- POST 42/24** : **CALL CENTRE AGENTS REF NO: CCA/CRM/10-20C**  
12 months contract
- SALARY CENTRE REQUIREMENTS** : R196 407 (basic salary) (Level 06) plus 37% in lieu of benefits  
Pretoria  
An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven Call Centre experience in handling life insurance/employee benefits/client relationship management/client care enquiries OR A Grade 12 Certificate/Senior Certificate (Matric) with three years proven Call Centre experience in handling life insurance/employee benefits/client relationship management/client care enquiries. Knowledge of GEPF products and services will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement. Knowledge of the Public Service Act. Knowledge of Principles of GEP Law. Knowledge of Employee Benefits. Excellent communications skills, both verbal and written. Excellent problem solving skills. Time management. Ability to communicate with clients. Ability to work in a team. Self-management (being able to work independently).
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Handling inbound and outbound calls. Receive incoming calls. Respond to client enquiries by providing correct information. Escalate unresolved queries to the assistant manager and business units. Check database for outstanding documents or information. Resolve Customer queries through telephone, e-mail, web and fax. Receive, handle and resolve all incoming customer queries. Respond to incoming client queries using information from system. Provide a service that exceeds customer expectations at all times. Handle

customer information in a professional and confidential manner. Capture data about all incoming queries.

**ENQUIRIES**

: Mr Lesiba Sehlapelo Tel No: 012 399 2710

**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**

: Mr Lesiba Sehlapelo– Recruitment

**NOTE**

: Various Call Centre Agent positions are currently available at the GPAA. The positions will be filled as 12 month contract positions. The purpose of the role is: To provide professional call centre and enquiry resolution services to all stakeholders and customers of GPAA.