CLOSING DATE : 30 September 2019 at 12h00 noon

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 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-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. No emailed or faxed applications/ No late applications will be considered.

ERRATUM: Kindly note that the post of Provincial Manager (Branch Manager) – North West Region CRM: Mafikeng with Ref No: OM/NW/2019/09-1P advertised in Public Service Vacancy Circular 32 dated 06 September 2019, was incorrect and the vacancy does not exist. The post was incorrectly included. Please accept our apologies for the inconvenience caused.

OTHER POSTS

POST 33/78 : OFFICE MANAGER REF NO: EGLS OM/EGLS/2019/09-1P
Client Services

SALARY : R376 596 per annum (Level 09)
CENTRE : Gauteng
REQUIREMENTS : A degree or equivalent three year qualification (with minimum 360 credits) with a minimum of 4 years’ experience in customer service management which include at least 2 years supervisory experience. Computer literacy that would include a good working knowledge of Microsoft Office products. A Valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application). Proficiency in English is a requirement and the ability to

**DUTIES:**

- The incumbent will be responsible for a wide variety of administrative and client service tasks which includes the following but not limited to: Supervise effective operations management within the branch office: Implement and maintain an operational annual performance plan complemented by action plans for service delivery in the Branch office. Provide inputs and advice on policy development and ensure the effective implementation thereof. Ensure effective workflow and capacity planning. Implement and review all processes to ensure accuracy and efficiency in operations execution. Implementation of the Batho Pele Principles within the Branch office in all interactions with internal and external customers. Provide input to the Provincial manager to enable achievement of operational GPAA strategic objectives. Implement, interpret and manage statistical information on service standards. Implement quality assurance and data quality strategies and actions. Implementation of Standard Operating Procedures. Implementation of Risk Management plan and report on risk according to the required format. Generate and submit reports accurately and timeously. Inform the Provincial manager about work progress, problems and corrective measures applied. Track, resolve and escalate delays on the payment process. Supervise provincial service channels (mobile, walk in centre, provincial e-mail enquiries and telephonic enquiries). Support the development and implementation of continuous improvement of customer relations. Ensure customer satisfaction surveys are conducted. Physically ensure inspection and conduct office based auditing of procedures. Ensure compliance to audit findings. Provide administrative support in compliance to SHERQ. Attend to queries and complaints from stakeholders/clients. Implement quality assurance and data quality strategies and actions. Effective supervision of provincial/branch administrative processes and activities: Allocate daily activities. Attend to queries and complaints from stakeholders/clients. Implement quality assurance and data quality strategies and actions. Coordinate administrative support at outreach initiatives. Monitor risk and compliance: within the provincial office: Coach and guide staff on compliance to all relevant regulatory, internal and external requirements. Implement a risk management plan and report on all risk according to required format. Provide input into risk register. Analyse, interpret and implement departmental policies. Promote a corruption free environment. Supervise, interpret, implement and apply directives and policies applicable to the department. Physically ensure inspection and conduct office based auditing of procedures. Monitor compliance to audit findings. Provide administrative support in compliance to SHERQ regulations. Maintain relationships with all relevant stakeholders/clients to support service delivery in the province: Maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that various stakeholders/clients enquiries or complaints are directed to relevant officials for resolution. Coordinate, support and track the resolution of various stakeholder/clients enquiries and complaints. Ensure successful business transformation within provincial office: Assist the change champion in transformation and communicate, motivate and drive change initiatives within the office. Provide input and implement performance improvement initiatives. Ensure successful implementation of system and process enhancements, updates and amendments within the office. Implement and maintain internal control processes for the section: Recommend internal procedures and processes which will improve effectiveness and efficiency of the section and ensure adherence. Research latest trends and developments relating to the section, recommending plans to improve service delivery to the Manager. Provide information for management forums within GPAA, contributing accurate details to enable sound decision making. Section Management: Deal with queries and escalated issues in timely manner, achieving resolution. Manage the performance of direct reports in accordance with the GPAA performance management policy and procedure. Identify training and
development needs, implementing plans to address requirements, as appropriate. Manage staff resources and productivity, minimising absenteeism. Compile work plans for the section achieving a consolidation of operational plans. Discipline staff in accordance with organisational codes and procedures so that improvement is shown. Facilitate communication through appropriate structures and systems. Monitor compliance to allocated budget, raising non-compliance identified with the manager.

ENQUIRIES : Ms Mapule Mahlangu Tel No: (012) 399 2639
APPLICATIONS : Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, or Private Bag x63, Arcadia, Pretoria, 0001. Ensure to complete a register when applying at Head Office or in the Regional Office.
FOR ATTENTION : Ms Mapule Mahlangu– Recruitment
NOTE : One permanent position of Office Manager is currently available at the Government Pensions Administration Agency: Client Services Section - EGLS. Employment Equity target for the post is African, Coloured and White males and people with disabilities. Candidates of the specified groups are encouraged to apply.

POST 33/79 : OFFICE MANAGER: NORTH WEST REGIONAL OFFICE REF NO: OM/NW/2019/09-1P

SALARY : R376 596 per annum (Level 09)
CENTRE : Mafikeng
REQUIREMENTS : A degree or equivalent three year qualification (with minimum 360 credits) with a minimum of 4 years’ experience in customer service management which include at least 2 years supervisory experience. Computer literacy that would include a good working knowledge of Microsoft Office products. A Valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application). Proficiency in English is a requirement and the ability to speak any of the other official languages spoken in the province where applying. Knowledge of Employee Benefits. Knowledge of Client Relations Management. Knowledge of GEFP services and products. Geographical knowledge of the region. Knowledge of Project Management. Knowledge of the Retirement Fund Industry. Knowledge of PFMA. Good analytical skills. Good customer relations. Problem solving skills. Presentation skills. Ability to communicate at all levels. Excellent leadership skills. Organising and coordination skills. Ability to build strong networking relationships. Ability to work in a team.

DUTIES : The incumbent will be responsible for a wide variety of administrative and client service tasks which includes the following but not limited to: Supervise effective operations management within the branch office: Implement and maintain an operational annual performance plan complemented by action plans for service delivery in the Branch office. Provide inputs and advice on policy development and ensure the effective implementation thereof. Ensure effective workflow and capacity planning. Implement and review all processes to ensure accuracy and efficiency in operations execution. Implementation of the Batho Pele Principles within the Branch office in all interactions with internal and external customers. Provide input to the Provincial manager to enable achievement of operational GPAA strategic objectives. Implement, interpret and manage statistical information on service standards. Implement quality assurance and data quality strategies and actions. Implementation of Standard Operating Procedures. Implementation of Risk Management plan and report on risk according to the required format. Generate and submit reports accurately and timeously. Inform the Provincial manager about work progress, problems and corrective measures applied. Track, resolve and escalate delays on the payment process. Supervise provincial service channels (mobile, walk in centre, provincial e-mail enquiries and telephonic enquiries). Support the development and implementation of continuous improvement of customer relations. Ensure customer satisfaction surveys are conducted. Physically ensure inspection and conduct office based auditing of procedures. Ensure compliance to audit findings. Provide administrative support in compliance to SHERQ. Attend to queries and complaints from stakeholders/clients. Implement quality assurance and data quality strategies and actions. Effective supervision of provincial/branch administrative processes and activities: Allocate daily activities. Attend to queries and complaints from
stakeholders/clients. Implement quality assurance and data quality strategies and actions. Coordinate administrative support at outreach initiatives. Monitor risk and compliance: within the provincial office: Coach and guide staff on compliance to all relevant regulatory, internal and external requirements. Implement a risk management plan and report on all risk according to required format. Provide input into risk register. Analyse, interpret and implement departmental policies. Promote a corruption free environment. Supervise, implement and apply directives and policies applicable to the department. Physically ensure inspection and conduct office based auditing of procedures. Monitor compliance to audit findings. Provide administrative support in compliance to SHERQ regulations. Maintain relationships with all relevant stakeholders/clients to support service delivery in the province: Maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that various stakeholders/clients enquiries or complaints are directed to relevant officials for resolution. Coordinate, support and track the resolution of various stakeholder/clients enquiries and complaints. Ensure successful business transformation within provincial office: Assist the change champion in transformation and communicate, motivate and drive change initiatives within the office. Provide input and implement performance improvement initiatives. Ensure successful implementation of system and process enhancements, updates and amendments within the office. Implement and maintain internal control processes for the section: Recommend internal procedures and processes which will improve effectiveness and efficiency of the section and ensure adherence. Research latest trends and developments relating to the section, recommending plans to improve service delivery to the Manager. Provide information for management forums within GPAA, contributing accurate details to enable sound decision making. Section Management: Deal with queries and escalated issues in timely manner, achieving resolution. Manage the performance of direct reports in accordance with the GPAA performance management policy and procedure. Identify training and development needs, implementing plans to address requirements, as appropriate. Manage staff resources and productivity, minimising absenteeism. Compile work plans for the section achieving a consolidation of operational plans. Discipline staff in accordance with organisational codes and procedures so that improvement is shown. Facilitate communication through appropriate structures and systems. Monitor compliance to allocated budget, raising non-compliance identified with the manager.

ENQUIRIES : Ms Lesiba Sehlapeko 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 or hand deliver to Office no 4/17, Mega City, Mmabatho. Ensure to complete a register when applying at Head Office or in the Regional Office.

FOR ATTENTION : Mr Lesiba Sehlapeko – Recruitment
NOTE : One permanent position of Office Manager is currently available at the Government Pensions Administration Agency: Client Services Section – North West Regional Office. Employment Equity target for the post is Coloured/White/Indian males or female and people with disabilities. Candidates of the specified groups are encouraged to apply.

POST 33/80 : SENIOR ADMINISTRATION OFFICER: IOD REF NO: SAO/IOD/2019/09–1P
Injury on Duty: Programme 2.1
SALARY : R316 791 per annum (Level 08)
CENTRE : Pretoria Head Office
REQUIREMENTS : Three year National Diploma/B Degree or equivalent three year qualification (at least 360 credits) coupled with 3 years working experience in Injury on Duty/Employee Benefit Administration environment/Military Pensions of which one year was in a supervisory/managerial role. Preference will be given to candidates with COIDA experience. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Knowledge of COIDA. Knowledge of PFMA. Analytical skills. Organizational skills. Problem solving skills. Customer oriented. Outgoing personality. Ability to communicate at all levels. Ability to build strong network relationships. Teamwork.
DUTIES: The incumbent will be responsible for a wide variety of tasks which includes, but not limited to the following: Supervision of the Injury on Duty processes and activities: Effectively allocate work to staff on a daily basis. Effectively manage staff daily, weekly and monthly statistics. Ensure that all Injury on Duty claims are received, stamped, linked and verified before processing. Ensure that all documentation on files are verified, checked and correctly captured. Ensure that member/beneficiaries are still alive by verifying on Home Affairs system. Authorize payments, which includes arrears as well as new payments. Ensure life certificate (MLV) requirements are met for continuous payments. Ensure the activation of (MLV) life certificate. Monitor the requesting of outstanding documents from employers/members/Compensation Commissioner. Regularly make follow-ups on the Compensation Commissioner’s queries. Ensure that members/beneficiaries are informed on any changes regarding their pensions. Check all recalculations. Check and approve continuation of children’s pension. Effectively manage system changes through Remas requests. Handle enquiries. Supervise the effective administration of the Unit: Supervision of records, correspondence and enquiries. Manage staff performance. Manage staff development and training. Effective communication to staff. Formal disciplinary authority. Effective management of Section and staff.

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, Pretoria or Private Bag x63, Arcadia, Pretoria

FOR ATTENTION: Mr Lesiba Sehlapelo – Recruitment

NOTE: One permanent position of Senior Administration Officer: Injury on Duty is currently available at the Government Pensions Administration Agency: Injury on Duty Section in Programme 2.1 unit. The purpose of the position is to provide effective supervisory services regarding Injury-On-Duty for Programme 2.1. Employment Equity targets for the post is Coloured/Indian/White male and Indian/White females or people with disability. Candidates of the specified groups are encouraged to apply.

POST 33/81: SECRETARY: SENIOR MANAGER: FACILITIES MANAGEMENT REF NO: SEC/FM/2019/08-1P

SALARY: R173 703 per annum (Level 05)

CENTRE: Pretoria Head Office

REQUIREMENTS: An appropriate 3 year qualification (Office Administration/Secretarial) coupled with 6 - 12 months office administration/secretarial experience or Grade 12 with 2 years’ experience in the field of office administration/secretarial. Experience in writing memos and taking minutes. Knowledge of the MS Office package, with experience in word processing, Outlook, Power Point and Excel (Which may be assessed if need be.): Knowledge of Office Administration: Knowledge of Public Service and departmental Prescripts and Legislations. Keep abreast with procedures and processes with the office of the Senior Manager. Typing skills. Written and verbal communication skills at all levels. Good telephone etiquette. High level of reliability. Good interpersonal relations. Ability to act with tact and discretion. Adhering to business ethics. Good grooming and presentation. Sound organising skills.

DUTIES: The purpose of the role is to render a secretarial support service to the Senior Manager. The successful candidate will be responsible for the following functions and include, but not limited to: Providing a clerical support service to the Senior Manager: Liaises with travel agencies to make travel arrangements. Checks the arrangements when relevant documents are received. Arranges meetings and events for the manager. Identifies venue, invites role players, organises refreshments and sets up schedules for meetings and events. Processes the travel and subsistence claims for the unit. Processes all invoices that emanate from activities of the work of the manager. Records basic minutes for the meetings of the manager where required. Drafts routine correspondence and reports. Does filing of the documents for the manager and the unit where required. Administrates matters like leave forms, leave registers and telephone accounts. Handles the procurement of standard items like stationery and refreshments. Collects all relevant documents to enable the manager to prepare for meetings. Provides a secretarial/receptionist support service to the Senior Manager: Receives telephone calls and refers the calls to the correct role players if not meant for the manager. Records appointments...
and events in the diary for the manager. Types documents for manager. Operates office equipment like fax machines and photocopiers. Remains Up to date with regard to prescripts/policies and procedures applicable to his/her work terrain: Studies the relevant Public Service and departmental prescripts/policies and other documents to ensure that application thereof is understood properly. Remains abreast with the procedures and processes that apply in the office of the manager.

**ENQUIRIES**
Ms Ntsibakazi Mtshabe Tel No: (012) 399 2758

**APPLICATIONS**
Please forward your application, quoting the relevant reference number, Government Pensions Administration Agency, 34 Hamilton Street, Pretoria or Private Bag x63, Arcadia, Pretoria, 0001 or hand delivered to 34 Hamilton Street, Arcadia, Pretoria.

**FOR ATTENTION**
Ms Ntsibakazi Mtshabe at Recruitment

**NOTE**
One Secretary position is currently available at the Government Pensions Administration Agency: Office of the Senior Manager: Facilities Management. This position will be filled permanently. Employment Equity target for the post is Coloured/ Indian/ White Male/ Female or people living with disabilities. Candidates of the specified groups are encouraged to apply. Take note that it may be expected of the shortlisted applicants to undergo an assessment related to the position.