GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE : 03-February 2020 at 12h00 noon No email or faxed applications/No late applications, 12H00 No late applications will be considered. No faxed/e-mailed/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 (1) a comprehensive cv (specifying all experience and duties, indicating the respective dates mm/yy as well as indicating references with full contact details) (2) 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: all copies must be certified in the past 6 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, 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. One of the minimum entry requirements for SMS is the pre-entry certificate. For more details on the pre-entry course visit: https://www.thensg.gov.za/training-course/sms-pre-entry-programme/ 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.

OTHER POSTS

POST 02/07 : PROVINCIAL MANAGER (BRANCH MANAGER) REF NO: MNG-PROV/EASTERN CAPE/2020/01-1PRA
Client Services

SALARY : R733 257 per annum (Level 11) (all-inclusive package)
CENTRE: Eastern Cape Region: Bisho

REQUIREMENTS: a recognized three-year Bachelor’s Degree or equivalent three year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of customer service management of which three (3) years’ experience in a managerial role. Exposure in stakeholder management within the public service sector/employee benefits/medical aid environments may receive preference. 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 in the province would be an added advantage. Geographical knowledge of the province for which application is made will be an advantage. Excellent customer relations experience. The applications of individuals currently residing in Eastern Cape May receive preference. 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). Knowledge of two indigenous languages spoken in region. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills. Supervisory/management 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. Proactively 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. Note one position of manager: provincial office (branch manager) is currently available at the government pension’s administration agency: Eastern Cape region. The main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the province.

**ENQUIRIES**
Ms Felicia Mahlaba on Tel No: (012) 319 1455

**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

**POST 02/08**
**PROJECT MANAGER: PROJECT MANAGEMENT OFFICE**
**REF NO: PM/PMO/2020/01-2P**
(Permanent)

**CENTRE**
Head Office Pretoria

**SALARY**
R733 257 per annum (Level 11) (all-inclusive package)

**REQUIREMENTS**
Any recognized three-year Bachelor’s Degree/National Diploma or equivalent three year qualification (360 credits) in project management. Six (6) years appropriate proven experience in project management of which three (3) years was in a managerial role. Project management certification will be an added advantage. Knowledge of PMO and public service legislative framework; knowledge of programme administration and management; knowledge of customer service principles; knowledge of law and associated mechanisms; knowledge of relevant legal requirements particularly BCEA and GPAA policies and procedures, including public service act; high level communication skills; programme management skills; strategic decision making skills; leadership skills; team collaboration; ability to delegate; initiative; emotional intelligence; ethics and integrity; ability to see the big picture; Demonstrable
commitment; Customer Service orientation; Structured approach. Computer literacy.

DUTIES:

The successful incumbent will facilitate and manage project planning within GPAA, which includes the following but not limited to: provide advisory capacity to management; advise management on the appropriate application of relevant project requirements on any existing or new projects; take full accountability for the project within the PMO space; leverages detailed knowledge and understanding of projects including industry governance structures affecting GPAA; demonstrate project management expertise through management of medium to large projects of varying complexity; set context, assign, monitor work and drive GPAA projects; develop project scope, define deliverables, obtain consensus and manage stakeholder expectations; manage change requests and control scope through effective execution of plan; effectively deploy physical, financial and human resources; ensure project deliverable creation, review, approval and distribution; resolve complex issues and conflicts; escalate appropriately as required; ensure project outcomes are accepted; measure and analyse stakeholder perceptions; facilitate validation of business benefit assessment; formally close project and release team resources; manage discipline and absenteeism in accordance with organizational codes and procedures; manage compliance with agreed project budgets in consultation with the senior manager, ensuring that costs are contained. Compile reports and action project findings: review project reports and prepare review notes; record outstanding project issues in a closed out report; ensure that outstanding project issues are resolved after closed out; conduct quality assurance reviews across project teams to ensure that all work conducted is up to established project management standards; formulate compliance reports’ recommendations to management in order to raise the awareness of project risks and breakdowns in the internal control environment; compile accurate, concise reports as requested meeting agreed deadlines; provide governance oversight of project management ensuring it is within expressed risk tolerances aligned to strategic, business and financial objectives; track all project activities against the plan, providing regular and accurate reports to stakeholders, as appropriate and manages stakeholder expectations. Stakeholder management and communication: central access point to key project documents, presentations, and assessments; develops and implements plans for use of collaborative team communication solutions; serves as a central point of contact between GPAA and various internal and external stakeholders; represent the GPAA within various PMO forums and participate in reviews and presentation to management; work directly with key stakeholders to analyse requests and constructively provide feedback that meets requirements while leveraging communications core competencies; understand the technical aspects of corporate stakeholder relations and best practices; report and identify areas that need guidance in order to resolve moderately simple stakeholder relations issues; act as the first point of contact, for all stakeholder relations enquiries; build and maintain key relationships with stakeholders, to ensure establishment of a culture of engagement while creating and adding value; networking across the different government departments with key stakeholders to stay abreast of latest stakeholder trends. 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; facilitate project management life cycle planning and ensure GPAA maintains long-term development focus. Manage all resources of the unit: 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; Facilitate communication through appropriate structures and systems; 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 business unit, which minimize potential risk to stakeholders. Various permanent project manager positions are currently available at the government pension's administration agency: business enablement: project management office.

ENQUIRIES: Mr Ismael Radebe on Tel No: (012) 399 2299
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 Ismael Radebe at Recruitment

POST 02/09: SENIOR ADMINISTRATION OFFICER: EB SPECIAL PROJECT REF NO: SAO/EB-SP/2020/01-2P
Special Projects
The purpose of the role is: to effectively and efficiently supervise EB processes within GPAA.

SALARY: R316 791 per annum (Level 08) (basic salary)
CENTRE: Head Office
REQUIREMENTS: A recognized 3 year tertiary qualification (at least 360 credits) with three (3) years appropriate proven experience in employee benefits which should include one (1) year supervisory experience. Computer literacy that would include a good working knowledge of Microsoft office products, especially Microsoft excel and word. Knowledge of employee benefits, GEP law knowledge of applicable legislation within GEPF. Knowledge of civil pension software (CIVPEN), workflow and portal. Knowledge of GEPF products and services. Knowledge of public service prescripts and legislation. Ability to establish controls and monitor tasks. Supervisory skills. Planning and organizing skills. Communication skills. Interpersonal skills. Administration skills. Accuracy, thoroughness and ability to detect errors. Ability to prioritize and meet deadlines. Customer service orientation. Persuasiveness and flexibility. Ethical business conduct – adhering to business ethics. Ability to work under pressure. Accountability. Teamwork.

DUTIES: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: supervise employee benefits processes within the unit: interpretation and application of the relevant laws, rules, regulations and policies to ensure accurate EB processing. Sound knowledge and ability to utilize systems used within the unit. Effective checking of cases. Effective management and record keeping of errors in the section. Provide update on status of projects to managers. Effective management and record keeping of errors in the section. Assistance in approving or rejecting quotes received from members. Assistance in authorizing quotations. Assistance in keeping record of paid cases for all the departments. Supervise payment processes within the unit: thorough explanation and interpretation of GEP law, policies, rules and regulations monitor regular adherence to current processes and procedures, and put improvements in place. Assistance in removing warnings before cases go to payments for finalization. Payments of past discriminatory practices. Ensure safe custody of payment cases. Ensure customer queries are resolved amicably. Ensure escalated queries are attended to urgently. Check accuracy of manual calculations. Accurately identifies payments that need to be done manually/re-calculated. Authorize captured pension benefit and recover all liabilities. Report system problems and fraudulent actions and possible risks to managers. Ensure that documents are correctly linked to the correct CP and pension
number. Effective processing of forms for the death benefits payments. Supervise the effective administration of the unit: Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide Monthly statistics. Ensure that subordinates are informed about changes in work environment or management decisions.

ENQUIRIES: Ms Felicia Mahlaba on Tel No: (012) 319 1455
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
NOTE: Various permanent positions of Senior Administration Officer are currently available at EB Special Projects unit of the GPAA.

POST 02/10: STATE ACCOUNTANT: ACCOUNTS PAYABLE REF NO: SA/ACCP/2020/01-2C (12 months contract)
Finance Accounts Payable

SALARY: R257 508 per annum (basic salary) plus 37% in lieu of benefits
CENTRE: Pretoria Head Office
REQUIREMENTS: An appropriate three year tertiary qualification/degree/national diploma (at least 360 credits) (finance related) with two (2) years proven experience in financial accounting environment, with reasonable exposure in the administration of accounts payable or creditors; computer literacy that would include a good working knowledge of Microsoft office products, especially Microsoft excel and word. Knowledge of sage 300 ERP will be advantageous. knowledge of PFMA; knowledge of government employees pension act, rules and legislations; knowledge of financial accounting; knowledge of general ledger bookkeeping; analytical skills; customer relations; problem solving skills; communication skills; ability to prioritize; ability to work accurately and independently; hard working; attention to detail.

DUTIES: the incumbent of this position will be responsible for a wide variety of financial administrative tasks which includes the following, but not limited to: provide administrative support on the effective processing of accounts payable transaction: undertake the administration of supplier invoices; ensure the safekeeping of all transactions, supporting documentation, files and data for audit purposes in accordance with prescripts; ensure that through effective control processes accounts are paid timeously (within 30 days of invoice receipt); capture all supplier invoices, credit notes and debit notes; ensure that all payments are authorised by the delegated authorities prior to payment; execute all queries emanating from suppliers promptly; review that all supporting documents are attached and payments are authorised; assist in the provision of inputs on the accruals at financial year end; oversee the resolution of audit queries. receipting of goods and services delivered; create and distribute payment authority for authorisation; review and verify invoice batches and credit notes captured on the system; ensure comparison of age analysis and the authorised creditors reconciliation; reconcile the age analysis and the payment register; create payment batch; provide inputs for the quarterly report on payment of invoices (i.e. 30 days target as per PFMA); undertake reconciliation of creditors accounts: print suppliers age analysis on the system; create adjustments to suppliers accounts on the system; reconcile supplier statement and the records on the system for all GEPF/GPAA suppliers before a payment is made. reconciliation of suppliers statements and the records on the system for all suppliers on a monthly basis; follow up on outstanding invoices; clear unallocated payments on supplier statements; engage suppliers and business units on disputed invoices; administer petty cash: handle the issuing of petty cash; ensure reconciliation of petty cash reimbursement; assist in the administration of petty cash of the regional offices, provide administrative...
support to the unit; perform office administrative activities; organise office logistical matters; file office correspondence, documents and reports; draft and type standard correspondence and documents; completion of forms and documents relevant to the office; order stationery and equipment for the section.

ENQUIRIES
APPLICATIONS
Mr Lesiba Sehlapelo on Tel No: (012) 399 2710
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
NOTE
Mr Lesiba Sehlapelo – Recruitment
the purpose of the post is to administer and process accounts payable transactions for the organisations. Two positions for state accountant at accounts payable: finance section are available at the government pension’s administration agency. The positions will be filled as 12 month contract positions.

POST 02/11
CUSTOMER SERVICE AGENT: KZN SATELLITE OFFICE (DURBAN)
REF NO: CSA/KZN/2020/01-1C
(12 months contract)
Client Services
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.

SALARY
CENTRE
REQUIREMENTS
R208 584 per annum (Level 06) (Basic salary) plus 37% in lieu of benefits
KZN Satellite Office – Durban
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 a 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. The applications of individuals currently residing in Northern Cape Province may receive preference. 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 Ntsibakazi Mtshabe on Tel No: (012) 399 2758
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 NOTE : Ms Ntsibakazi Mtshabe – Recruitment
NOTE : One Customer Service Agent: KZN (Durban) Satellite Office position is currently available at GPAA. The position will be filled as a 12 months contract position.