GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE : 13 March 2020 at 12h00 noon. No late applications will be considered No email or faxed applications/No late applications. 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, 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. 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 08/13 : PROVINCIAL MANAGER (BRANCH MANAGER) REF NO: MNG-PROV/EGLS/2020/02-1P
Client Services
SALARY : R733 257 per annum (Level 11) (all-inclusive package)
CENTRE : Pretoria
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 Gauteng 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) applying for. Knowledge of two indigenous languages spoken in the 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 main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the province. 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 CRM MMF (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.

ENQUIRIES: Ms Mapulae 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.
FOR ATTENTION: Ms Mapule Mahlangu – Recruitment
NOTE: One position of Manager: Provincial Office (Branch Manager) is currently available at the Government Pensions Administration Agency: Gauteng Region.

POST 08/14: OFFICE MANAGER: LIMPOPO REGIONAL OFFICE REF NO: OM/LIMPOPO/2020/02-1P
Client Services

SALARY: R376 596 per annum (basic salary)
CENTRE: Polokwane
REQUIREMENTS: A degree or equivalent three year qualification (with minimum 360 credits) with a minimum of four (4) years’ experience in Client Relations management environment 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). Knowledge of Employee Benefits. Knowledge of Client Relations Management. Knowledge of GEPF services and products. Geographical knowledge of the region. Proficiency in English and the ability to speak any of the other official languages spoken in the province where applying. Good analytical skills. Good customer relations. Problem solving skills. Communications skills – verbal and written with the ability to communicate at all levels. Presentation skills. Outgoing personality. Ability to build strong network relationships. Ability to work in a team. The applications of individuals currently residing in Limpopo may receive preference.

DUTIES: The purpose of the job is to coordinate the administration of the client’s services at provincial/branch office, which includes the following but not
limited to: Supervise effective operations management within the office. Implement and maintain an operational annual performance plan complemented by action plans for service delivery in the provincial offices. 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 Batho Pele Principles within the provincial 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. Implement a 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. Implement and maintain internal control processes for the section: Recommend internal procedures and processes, which will improve effective 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. Ensure successful implementation of the system and process enhancement, updates and amendments within the office. Maintain relationships with all relevant stakeholders/clients to support service delivery: Maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objective. 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. Coordinate administrative support at outreach initiatives. Manage and development of staff: Manage the performance of the unit, which involves coaching, mentoring, and take corrective action (including disciplinary action) where required, develop performance standards and evaluates team and individuals. Monitor staff regarding human resource such as leave, recruitment and grievances. (Keeping records). Compile the work plans for the section including the consolidation of operational plans into the directorate’s overall work plan.

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 : One permanent position of Office Manager is currently available at the Government Pensions Administration Agency: Client Services Section - Limpopo Region based in Polokwane.