GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE: 29 March 2021 at 12h00 noon No late applications will be considered.

NOTE: Take Note Of The Disclaimer Mentioned On Each Advert During Covid Lockdown.
It Is Mandatory that applications with supporting documentation, including signed Z83 be emailed to the respective email addresses indicated on each advert. Ensure that you use the correct inbox/email. Applications send to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A Z83 not signed will be deemed a regret. Only send documents related to the requirements in the advert. Applications for employment (Z83) from will be effective. Should an individual wish to apply for a post on or after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za-vacancies. From 1 January 2021 an application be received using the incorrect application for employment (Z83), it will not be considered. Requirements: Applications must be submitted on form Z83, obtainable on the internet at http://www.gpaa.gov.za (Originally signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. 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) 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. 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 virtual 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 DPSSA. 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 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 09/12: ASSISTANT MANAGER: PENSIONER MAINTENANCE (PAYMENTS & ADMINISTRATIVE SUPPORT) REF NO: ASMNG/PM/2021/03-1P
EB Pensioner Maintenance
The purpose of the role is: to ensure the implementation of all Pensioner Maintenance processes and payment of pension benefits within the EB Operations:
Pensioner Maintenance. A permanent position of Assistant Manager is currently available at EB Pensioner Maintenance unit of the GPAA.

**SALARY** : R376,596 per annum (Level 09) (basic salary)

**CENTRE** : Pretoria


**DUTIES** : The successful incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Monitor the Administrative Control within the unit: Ensure the timeous and accurate processing and authorization of pension Claims including the administration of death benefit payments. Assist in the identification of service delivery gaps and challenges within EB Pensioner Maintenance and broader EB environment and implement effective business solutions. Implement and maintain an effective system of internal controls, control environment and delegation of authority. Assist in the compilation and presentation of service delivery performance reports/progress for Senior Management. Develop and Review EB operations processes and systems: Implement the Operational Business Plan for EB Pensioner Maintenance to support and achieve the strategic objectives of EB. Ensure operational compliance with applicable legislation, statutes, policies and rules to ensure that the GEPF and National Treasury is not exposed to any risk or non-compliance. Conduct analysis on policies and make recommendations. Sound knowledge and ability to utilize systems used within the Pensioner Maintenance unit. Improve business relationships with employers and other stakeholders by eliminating old cases on hand. Monthly status report to stakeholders. Assist in compiling presentations and training manuals before going to workshops management and stakeholder. Management and development of staff: Manage the performance of the unit which involves coaching, mentoring and taking corrective action where required. Develop performance standards and evaluates team and individuals. Monitor staff regarding human resources such as leave, recruitment and grievances. Compile the work plans for the unit including the consolidation of the operational plans into the directorate’s overall work plan.

**ENQUIRIES** : regarding the post: Felicia Mahlaba on Tel No: (012) 319 1455 For enquiries regarding your application: rh.gpaa@adcorpgroup.com

**APPLICATIONS** : It is mandatory to email your application with the relevant supporting documentation to rh.gpaa@adcorpgroup.com quoting the reference number in the subject heading of the email.

**NOTE** : # Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer). Ensure to certify all supporting documents from Level 1 and 2 of National Lockdown. Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. 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

**POST 09/13** : OFFICE SUPERVISOR REF NO: OFF/MNG/CRM-MTHA/2021/03-1P

Client Relationship Management

The purpose of the role is to coordinate the administration of the clients’ service at provincial/branch office. A permanent position of Office Manager is currently available at CRM: Mthatha Office of the GPAA.

**SALARY** : R376,596 per annum (Level 09) (basic salary)

**CENTRE** : Mthatha Regional Office
REQUIREMENTS: An appropriate three year National Diploma/Degree (at least 360 credits) with four (4) years’ experience in the client relations management environment with 2 years in a supervisory role. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. A valid driver’s license is mandatory, at least two years old (a certified copy must be attached to the application). Proficiency in English and the ability to speak any of the other official languages spoken in the province where applying will serve as an advantage. Knowledge of Employee Benefits. Knowledge of Client Relations Management. Knowledge of GEPF products and services. Geographic knowledge of the region. Knowledge of two indigenous languages spoken in the region. Analytical. Customer relations. Problem solving. Ability to communicate at all levels. Presentation skills. Customer oriented. Outgoing personality. Ability to build strong network relationships. Work in a team. The applications of individuals currently residing in Eastern Cape may receive preference.

DUTIES: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: 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. Implement the Batho Pele Principles within the branch/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 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 email 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 resolutions of various stakeholders/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 evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Monitor staff regarding human resource such as leave, disciplinary action) where required, develop performance standards and evaluate teams and individuals. Ensure to certify all supporting documents on Level 1 and 2 of National Lockdown. Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates.

ENQUIRIES: Application enquiries Tel No: (012) 811 1900. Other enquiries: Felicia Mahlaba on Tel No: (012) 319 1455

APPLICATIONS: It is mandatory to email your application with the relevant supporting documentation to gpaa10@ursonline.co.za quoting the reference number in the subject heading of the email.

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POST 09/14

CLIENT LIAISON OFFICER: WESTERN CAPE REGIONAL OFFICE REF NO: CLO/WC/2021/03 -1PRA

Client Services

The purpose of a Client Liaison Officer is to provide client outreach, education and employer compliance. One permanent Client Liaison Officer Position is currently available at the Government Pensions Administration Agency at the Western Cape Regional Office: Cape Town. The position will be filled as a permanent position.

SALARY

R376 596 per annum (Level 09) (basic salary)

CENTRE

Western Cape – Cape Town Office

REQUIREMENTS

A three year degree/national diploma or equivalent three year qualification (at least 360 credits) with a minimum of four (4) years’ experience in client relations management. Computer literacy that would include a good working knowledge of Microsoft Office products. 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 applying for, would be an added advantage. Geographical knowledge of the province for which application is made. Excellent customer relations experience. The applications of individuals currently residing in Western Cape May receive preference. Knowledge of Employee benefits. Knowledge of client relations management. Knowledge of GPAA/GEPF’S products and services. Excellent problem solving skills. Strong customer orientation and customer relations. Excellent presentation skills. Excellent communication skills at all levels in and outside the organization (verbal and written). Outgoing personality. Ability to build strong network relationships. Ability to take responsibility and to work independently. Analytical skills.

DUTIES

The successful incumbent will be responsible for a wide variety of administrative and client service tasks, which includes the following but not limited to: Providing education and training; Conduct training to HR Unit on correct completion of documentation to be submitted to GPAA. Conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed. Conduct Induction Programme to employees and stakeholders to create understanding of products used and processes to be followed. Plan presentation of education materials, monitor and evaluate the effectiveness of programmes conducted, recommending enhancements. Market new services offered by GPAA by conducting training of new/current PCM-Pension Case Management users. Promote compliance with GPAA’s processes and procedures. Compliance of employer and stakeholders: Check reported feedback regarding compliance of performance from the employer departments. Follow-up/trace missing information on outstanding documents in order to enable finalisation of the process (Trace members for outstanding life certificates). Analyse documents received on PCM-Pension Case Management to provide feedback to departments on core issues identified, highlighting key issues to Senior CLO. Ensure that GPAA rules, products and processes are known and adhered to. Enquiry management (General and RMC): Check member queries through wireless facility and resolve on site. Provide information regarding member cases. Facilitate meetings with relevant client departments in resolving administrative issues. Confirm member status with employer (RMC). Update member information on the RMC portal application. Requesting and receiving additional information from employer with regards to Medical and IOD. Interaction with Compensation Fund regarding IOD enquiries. Collection of documentation: Pre-verification of documents received from employer, member and third party. Checking and capturing of documents. Bar coding, linking and indexing of documents. Scanning documents onto PEKWA. Quality assurance of each case using control sheet. Collect supporting documents for RMC processes. Collect original awards from employer regarding IOD.

ENQUIRIES

Felicia Mahlaba on Tel No: (012) 319 1455

APPLICATIONS

It is mandatory to email your application with the relevant supporting documentation to rh.gpaa@adcorpgroup.com quoting the reference number in the subject heading of the email.

NOTE

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POST 09/15 : INTERNAL AUDITOR: REGULARITY AUDIT REF NO: IA/RA/2021/03-2P

Internal Audit Section

The purpose of the job is to provide an Internal Audit service for an allocated area in order to minimize risk to GPAA. Various permanent position of Internal Auditor: Regularity Audit are currently available at the Government Pensions Administration Agency: Internal Audit Section – Gauteng Region

SALARY : R316 791 per annum (Level 08) (Basic salary)

CENTRE : Pretoria Head Office


DUTIES : The successful incumbent will be responsible for a wide variety of tasks which include, but not limited to the following: Undertake Audit projects: Perform Internal Audits, as allocated, according to internal policy and best practice; meeting specified deadlines. Perform compliance (i.e. internal control and process) related audits to provide assurance on the effectiveness of the Internal control environment. Compile audit findings, collating relevant working papers to provide evidence to support audit findings. Recommend actions emerging from audits based on schedule of findings collected. Deal with queries emerging from audits according to relevant policies and procedures, escalating them appropriately as required. Internal Audit reporting: Provide reported feedback on progress against the approved audit plan. Compile audit findings and prepare review notes, to highlight audit matters that were not completely addressed by the Internal Audit process. Prepare reports on audit findings for submission. Flag audit risks and breakdowns in the internal control environment. Compile an indexed and referenced audit file for each audit conducted, according to quality procedure and policy requirements, meeting deadlines for submissions. Assist in the preparation of reports for EXCO and the Audit Committee. Develop preliminary audit plans: Recommend priority areas for the Internal Audit Programme based on a preliminary survey of risk areas. Assist in compiling detailed annual audit plans for implementation within allocated audit area. Review current systems and processes to assist in compiling a workplace plan for each audit engagement, specifying resource requirements, time frames and priority areas. Obtain sign off on each audit engagement with relevant stakeholders according to agreed deadlines. Process improvements and Research. Keep abreast with global trends and best practice. Review current audit systems and processes in order to recommend improvements to enhance effectiveness. Evaluate the application of audit control measures. Check the integrity and reliability of financial and/or information on computerized systems, recommending any changes required to the Audit Assistant Manager. Provide advice and guidance on Audits to be conducted and propose solutions for financial and/or technical related problems. Contribute to raising awareness of the internal Audit business unit by engaging with stakeholders.

ENQUIRIES : Ms Mapule Mahlangu on Tel No: (012) 399 2639 Application Enquiries: gpaateam1@fempower.co.za

APPLICATIONS : # Disclaimer during COVID 19 lockdown stages: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations. (Information contained in the footer. It is mandatory to email your application with the relevant supporting documentation to gpaateam1@fempower.co.za quoting the reference number in the subject heading of the email. Ensure to certify all supporting documents from Level 1 and 2 of National Lockdown. Interviews will/may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. 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
POST 09/16 : SENIOR ADMINISTRATIVE OFFICER: VALIDATION AND TESTING LAB REF NO: SAO/VTL/2020/11-1P/2021-03RA

ICT – Business Support System

The purpose of the post is to supervise and take responsibility for information that has been tested and provide support once it has been migrated to the production environment. One permanent position for a Senior Administrative Officer: Validation and Testing position is currently available at the Government Pensions Administration Agency: ICT Business Support Division.

SALARY : R316 791 per annum (Level 08) (basic salary)

CENTRE : Pretoria

REQUIREMENTS : A three year National Diploma/B Degree or three year qualification in Information Technology (at least 360 credits) coupled with 3 years working experience in a Testing Lab environment of which one year was in a supervisory role. Experience in Microsoft Office products, Applicable Testing Methodology and / or related testing courses will serve as an advantage. Employee benefits schemes and funds, Applicable legislation, Working knowledge of IT environment, GEPF services and products Business analytical skills, Organizing and problem solving, Communication skills (written and verbal), Ability to communicate at all levels, Customer orientated, Ability to communicate at all levels, Ability to take responsibility, Ability to work under pressure, Leadership, Ethical business conduct.

DUTIES : The successful candidate will be responsible for the following functions and include, but not limited to: Test analysis, design and execution: Perform manual tests, recording the results and raising defects, Develop and maintain automated functional tests, using testing tools, Define test requirements, Test execution across all test phases and test types, Assist where necessary with test data setup, Defect logging, Supervise automation and performance test processes, Capture and save test cases provided by business test users; Report on progress per project including risk and issues, Provide project test closure report Risk and Issue reporting, Identify and review non-functional requirements, Define and execute performance testing and troubleshoot resolving performance related issues, Use web application security tools to identify security issues, Communicate security test results to technical and business stakeholders and working collaboratively to resolve security issues, Perform installations, upgrades and system configuration testing, including confirming the accuracy of installation documentation and release notes, Supervision of the Testing Lab processes: Build, maintain and foster sound internal and external client relationships with all service process partners to ensure prompt service delivery; Provide support in the compilation and presentation of Service Delivery performance reports for Senior Management and the Board of Trustees; Provide support defining and maintaining the Unit’s financial budget; Actively support continuous improvements projects; Execution of the complete System Development Life Cycle (SDLC) or all new business system solutions, system errors/corrections, enhancements and new system releases; Revision and testing of related CIVPEN and Workflow functionality and the subsequent implementation of formal Testing Methodology, processes and related requests and maintenance of a proper testing grid for Business Support Services; Facilitate the provision of training to all users and stakeholders on system/process changes, Planning and coordination of Projects: Plan and coordinate across multiple projects and streams; Provide Test estimations and prioritized test items; Define test environment requirements; Highlight and communicate test dependencies, Supervision of the staff; 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 : Mr Ismael Radebe on Tel No: (012) 399 2299

APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to john@isilumko.co.za quoting the reference number in the subject heading of the email.

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POST 09/17: EB ADMINISTRATOR – MEMBERSHIP REF NO: EBA/MEM/2021/03-2C
(12 months contract)
Employee Benefits
The purpose of the role is to provide administration services to the Active Membership function within GPAA. Various EB Administrator: Membership 12 month contract positions are available at Employee Benefits within the Government Pensions Administration Agency

SALARY: R208 584 per annum (Level 06) (basic salary) plus 37% in lieu of benefits
CENTRE: Pretoria
REQUIREMENTS: An appropriate three (3) year tertiary qualification (preferably in Public Administration or Finance) with 18 months proven administration/processing experience in Employee Benefits or Financial Services or Life Insurance OR Senior Certificate with three (3) years proven administration/processing experience in Employee Benefits or Financial Services or Life Insurance. Computer literacy on Microsoft Office products especially Excel. Knowledge of GEPF services and products. Knowledge of Financial administration. Knowledge of applicable Legislation within Employee Benefits Section. Planning and organizing skills. Decision making and problem solving skills. Good communication skills. Work independently. Customer service orientation. Ability to work under pressure. Interpersonal relations.

DUTIES: The successful incumbent will be responsible for a wide variety of tasks which include the following but not limited to: Assist in the maintenance of member profile: Admissions of new members to the fund. Updating personal details of members or pensioners via CIVPEN and/or Workflow systems. Capturing dependent and/or beneficiary details on pension profile. Rectify employment and service period details of active members. Identify system number linking cases and process cases or escalate to the linking processor. Corrections of systems/user errors via process status 2 reports. Ensure vital documentation has been provided for proof pertaining to required changes. Verify and accurately capture member's details on the system in accordance with the relevant GEPF rules. Maintain ownership and hold responsibility of all documents once they are read in. Access the relevant function on the system to load beneficiaries’ information as per form. Forward the updated information to supervisor to conduct quality checks on updated beneficiaries. If form is incorrectly completed and/or attachments not in compliance with required standards; create error letter to member and employer. Ensure that messages/comments on all documents that are read out, are precise and simple for others to understand. Assist in the management of member queries: Deal with dedicated queries as a matter of urgency and ensures that resolutions are implemented. Request additional or more information if required. Ensure that vital information has been submitted. Render both routine and ad hoc walk-in services, where necessary or on request from a supervisor or management, delivering or collecting urgent cases.

ENQUIRIES: Ms Felicia Mahlaba on Tel No: (012) 319 1455
APPLICATIONS: It is mandatory to email your application with the relevant supporting documentation to rh.gpaa@adcorgroup.com quoting the reference number in the subject heading of the email

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