

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 28 June 2021 at 12h00 noon. No late applications will be considered.

: 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 sent 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. From 1 January 2021, a new application 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](http://www.dpsa.gov.za) vacancies. From 1 January 2021 should 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-employment checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by Minimum Information Security Standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is intended to promote representativeness through the filling of these posts and the candidature of persons whose promotion/ appointment will promote representativeness, will receive preference. Disabled persons are encouraged to apply. For salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the Government Employees Pension Fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a Competency Assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. 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.

#### **MANAGEMENT ECHELON**

**POST 21/10** : **SENIOR MANAGER: ENTERPRISE WIDE RISK REF NO: SM/EWR/2021/06-1P**  
Enterprise Wide Risk  
The purpose of the job is to establish and maintain an appropriate risk management service within the GPAA. One permanent position is currently available at GPAA for Senior Manager Enterprise Wide Risk

**SALARY** : R1 057 326 - R1 245 495 per annum, (all-inclusive package)  
**CENTRE** : Pretoria

**REQUIREMENTS** : A recognized Bachelor's Degree in Risk Management/Accounting/Auditing or related field or equivalent three year qualification (NQF level 7) as recognized by SAQA. A post graduate qualification in Risk Management will serve as an added advantage. Minimum of eight years demonstrated experience in the Risk Management field of which five years should have been at a middle/senior managerial level. Extensive knowledge of Risk management tools. Intensive knowledge of PFMA and National Treasury Regulations, financial management and Provisioning Administration. Display superior understanding of integrated Risk Management principles and practices such as Corporate Governance: King IV, COSO, ISO31000, 22301 and their incorporation into various business processes. Membership with a professional body in the Risk Management field. Knowledge and experience in the Barnowl system will serve as an added advantage. Experience within Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. Knowledge of the Enterprise Risk management framework, methodology and risk value chain (COSO, ISO31000 etc.). Knowledge of Information Audit tools, techniques, methodologies and approaches (PRINCE2, COBIT, ISO22301). Knowledge of Fraud and Criminal investigation tools, techniques, methodologies and approaches. Knowledge of Corporate Governance (King IV). Knowledge of Prescribed Regulations, Policies such as PFMA and Treasury Relations. Knowledge of Public Service Regulations and other Government prescripts. High level of communication skills. Project management. Strategic decision making. Leadership skills. Initiative. Collaboration skills. Delegation skills. Problem solving analysis. Initiative. Emotional intelligence. Integrity. Ability to see the bigger picture. Demonstrable commitment. Customer service orientation. Structured approach.

**DUTIES** : Ensure implementation of ERM Strategy: Implement and monitor achievement of an effective Business Plan and budget for Enterprise Risk to support the achievement of GPAA's strategic objectives. Implement and maintain Enterprise Risk policies, procedures, frameworks, methodologies, templates and processes in accordance with best practices (COSO, ISO3100, King IV, Prince2, COBIT etc.). Ensure implementation of an effective short, medium and long term operating strategy for Enterprise Risk. Participate in the annual strategic planning cycle to assist GPAA business units to facilitate in the identification of key Enterprise Risk requirements and implications of business decisions. Analyze trends and prepare reports to provide recommendations and relevant Enterprise Risk management information to GPAA management to take appropriate action when needed. Identify, track and implement new developments in practices to improve the effectiveness and efficiency of the Enterprise Risk function. Ensure and monitor implementation of a management effectiveness and leadership strategy. Ensure implementation, monitoring and maintenance of relevant policies, standard operating procedures, guidelines, frameworks and processes, achieving compliance with Public Service requirements. Engage in strategic relationships with relevant stakeholders to serve the interest of the business unit. Lead the Enterprise Risk and IT Risk process: Compile the Strategic Risk Register, including development of Risk appetite and tolerance levels to serve as alerts to GPAA management should risks exceed key thresholds. Undertake and facilitate risk assessments to determine the GPAA's current risk exposure (strategic etc.). Proactively monitor and manage risks identified to minimize risk exposure

(strategic etc.). Develop, implement and maintain a risk management scorecard to report risk ratings on a monthly basis. Generate reports and submit to governance structures (EXCO, Risk Management Committee, Audit Committee, EXCO to EXCO, FAC-GEPF, NT and other related structures). Develop, implement and monitor risk mitigation strategies to manage risk exposure (strategic etc.). Develop, implement and monitor action plans for business units to manage operational risk effectively. Implement and maintain an effective system of internal controls, control environment and delegation of authority. Oversee training/risk awareness of employees in the use of risk management tools and techniques. Set up, manage and maintain risk management committee and forums. Identify, procure, implement and maintain an appropriate risk management system to improve effectiveness and efficiency of risk management. Ensure each business unit strategy incorporate risk management principles. Ensure the incorporation of risk management in performance contracts of senior management. Ensure appointment of risk champions and liaise with external and internal auditors. Business Continuity Process: Assist in the development, implementation and maintenance of the Business Continuity Management functions i.e. Business Impact Analysis, Disaster recovery plan or requirements. Overseeing of Operations of the Business unit: Assess the provision of Enterprise Risk support and advice to line managers to ensure that line managers are fully equipped to deal with Enterprise Risk strategy related matters. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Enterprise Risk policies, processes, methodologies and procedures. Monitor compliance with relevant legislation throughout all Enterprise Risk functions. Manage planning of resource requirements for the organisation to ensure sufficient resources are in place to meet service delivery demands. Analyse service delivery gaps and challenges, define service delivery operational measures and targets and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Proactively ensure the identification and monitor mitigation of risks. Establish and manage agreed budgets in consultation with the Chief Risk Officer, ensuring that costs are contained. Manage, coordinate and oversee the daily operational activities of the sub unit to ensure that it functions optimally, effectively and efficiently. Proactively mitigate employee relations risks and ensure information flow and alignment with all stakeholders to ensure effective engagement. People Management: Ensure the development and management of staff within the business unit. Implement and maintain a relevant management approach to support effective business results within the business unit. Develop and sustain a culture of high performance, professionalism, innovation and integrity to support overall quality of service delivery. Set, agree and monitor performance of direct reports, check that such are aligned with planned targets. Ensure employment equity compliance and facilitate staff productivity and efficiency, minimizing absenteeism and turnover figures.

- ENQUIRIES** : Mapule Mahlangu Tel No: 012 399 2639. Application Enquiries: URS Response Handling Tel No: 012 811 1900.
- APPLICATIONS** : It is mandatory to email your application with the relevant supporting documentation to gpaa17@ursonline.co.za 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 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. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful.

## OTHER POST

- POST 21/11** : **CUSTOMER SERVICE AGENT REF NO: CSA/PE/2021-06-3C**  
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. Various contract Customer Service Agent positions based at Port Elizabeth Satellite Office are currently available in the Government Pensions Administration Agency.
- SALARY** : R208 584 per annum (Level 06), (plus 37% in lieu of benefits)  
**CENTRE** : Port Elizabeth  
**REQUIREMENTS** : An appropriate three year tertiary qualification (at least 360 credits NQF 6) with 18 months proven experience in processing life insurance/employee benefits or client relationship management/client care preferably in Life Insurance or Employee Benefits or Medical Aid environments 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 preferably in Life Insurance or Employee Benefits or Medical Aid environments. 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 the Province applying for may receive preference (Eastern Cape). Excellent problem solving skills. Excellent presentation skills. Excellent communication 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 (Eastern Cape).
- 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** : Felicia Mahlaba Tel No: 012 319 1455  
**APPLICATIONS** : It is mandatory to email your application with the relevant supporting documentation to rhone@telebest.co.za 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 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. If you have not been contacted within three (3) months after the closing date of this advertisement, please accept that your application was unsuccessful.