

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



- APPLICATIONS** : With the restrictions on social distancing during phases 5 to 2, it is mandatory to email your application with the relevant supporting documentation to [Recruit4@gpaa.gov.za](mailto:Recruit4@gpaa.gov.za) quoting the reference number in the subject heading of the email
- CLOSING DATE** : 27 November 2020 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 sent to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. A Z83 not signed, will be deemed a regret. Only send documents related to the requirements in the advert. Ensure to certify all supporting documents from Level 1 of National Lockdown. 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-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 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 an annual performance agreement and will be required to undergo a security clearance.

#### **OTHER POST**

**POST 26/39** : **OFFICE SUPERVISOR/ MANAGER: GAUTENG REGIONAL OFFICE**  
**REF NO: OS/GRO/2020/10-1P**  
Client Services

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

**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 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 Gauteng province may receive preference.

**DUTIES** : The purpose of the role is to coordinate the administration of the client services at Gauteng Regional Office Walk-In Centre and Johannesburg Satellite Office (JSO), 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**  
**NOTE**

- : Mr Ismael Radebe on Tel No: (012) 399 22 99
- : Interviews will be conducted via a virtual medium which will be discussed with each shortlisted applicant. 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. Note: One permanent position of Office Manager is currently available at the Government Pensions Administration Agency: Client Services Section – Gauteng Region.