

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



CLOSING DATE
NOTE

: 28 January 2022 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-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-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 six (6) 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.

OTHER POSTS

POST 01/14 : **ASSISTANT MANAGER: EMPLOYEE BENEFIT: WITHDRAWALS REF NO: ASMG/EB/WITH/2022/01-1P**
EB Operations

SALARY : R382 245 per annum (Level 09), (basic salary)
CENTRE : Pretoria Head Office

REQUIREMENTS : An appropriate three year National Diploma/B Degree (at least 360 credits). Four (4) years' experience in an Employee Benefits environment which should include two years supervisory experience. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Working knowledge of CIVPEN will serve as an advantage. Knowledge of Employee Benefits. Knowledge of applicable legislation within GEPF. Knowledge of proficiency in South African languages, Knowledge of GEPF products and services, Knowledge of Public Service Prescripts and Legislation, Working knowledge and experience in the GEP Law 1996, Knowledge of Civil Pension Software (CIVPEN), Knowledge of ethical and fraud awareness, Managerial and leadership skills, Planning and organizing, Communication skills, Decision and problem solving skills, Presentation skills, Accuracy, thoroughness and ability to detect errors, Ability to prioritize and meet deadlines, Interpersonal relations, Customer service orientation, Persuasiveness and flexibility, Ethical business conduct, Ability to delegate, Accountability, Ability to establish controls and monitor tasks, Ability to work under pressure.

DUTIES : The 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 thereof. Assist in the identification of service delivery gaps and challenges within EB Withdrawals and broader EB environment and implement effective business solutions. Implement the Operational Business Plan for EB Withdrawals 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. Implement and maintain an effective system of internal controls, control environment and delegation of authority for the EB Withdrawals Unit to ensure that staff is accountable for decisions made and work performed. Assist in the compilation and presentation of service delivery performance reports/progress for Senior Management. Develop and Review EB operations processes and systems: Conduct analysis on policies and make recommendations. Sound knowledge and ability to utilize systems used within the Withdrawals unit. Improve business relationships with Employers and other stakeholders by eliminating old cases on hand. Monthly status report to stakeholders. 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. Provide daily, weekly, monthly, quarterly and annual statistics. Ensure and maintain discipline. Continuous and consistent communication to staff.

ENQUIRIES : Ms Geraldine Turner from Fempower Tel No: 084 093 5765
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to gpaateam3@fempower.co.za quoting the reference number in the subject heading of the email. The certification of all supporting documents will be expected of the shortlisted candidates only during the challenges experienced with the COVID-19 pandemic.

NOTE : A permanent position of Assistant Manager is currently available at EB Withdrawals unit (within EB Operations) of the GPAA. The purpose of the role is: to ensure the implementation of all Withdrawals processes and payment of pension benefits within the GPAA: EB Operations - Withdrawals unit. 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). 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. General Enquiries: Ms Felicia Mahlaba (012) 319 1455

POST 01/15 : **SENIOR ADMINISTRATION OFFICER: EB OPERATIONS (TEAMLEADER)**
REF NO: SAO/EB/2022/01-2P)
EB Operations

SALARY : R321 543 per annum (Level 08), (basic salary)
CENTRE : Pretoria Head Office
REQUIREMENTS : A recognized three (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, as well as CIVPEN, Workflow and Portal. 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, to prioritize and meet deadlines, Customer service orientation, Persuasiveness and flexibility, Ability to work under pressure, 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 payment processes within the Employee Benefits Unit: Effective administrative supervision of the processing and authorization of pension claims. Administrative supervision of incoming claims: programming and distribution of pension claims for processing and authorization. Administrative supervision of Rejected and Redirected claims. Administrative supervision of payment and Master letters and Quality Assurance of authorized Claims. Administrative supervision of declined Tax Directives, enquires and Letters thereof. Administration supervision of claims 60 days and older on the MIS. Supervision of effective document tracking and management thereof. Effective daily productivity management by target(s). Effective error management by target(s). Submission of Statistics & Reports. Effective response and resolution of enquires. Achievement of Employee Benefits Operational objectives linked to the Services Level Agreement and Annual Performance Plan. Reporting of System problems. 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 CIVPEN warnings before cases go to payments for finalization. Ensure safe custody of payment cases. Ensure customer queries are resolved amicably. Ensure escalated queries are attended to urgently. Check accuracy of manual calculations. Identify payments that need manual intervention or recalculation. Authorize captured pension benefit and recover all liabilities. Report system problems, fraudulent actions, and possible risks to Managers. 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 Geraldine Turner from Fempower Tel No: 084 093 5765
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NOTE : Various permanent positions of Senior Administration Officer (Teamleader) are currently available at EB Operations Unit of the GPAA. The purpose of the role is to effectively and efficiently supervise EB Processes within GPAA 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 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.
General Enquiries: Ms Felicia Mahlaba Tel No: (012) 319 1455