ANNEXURE F

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

CLOSING DATE : 12 May 2022 before 12h00 noon No late applications will be considered.

NOTE : Take Note Of The Disclaimer Mentioned On Each Advert. 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. 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). Note that certain information contained in the application may be verified through the request for official documents and or other methods of verification. 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 14/33 : **CLIENT LIAISON OFFICER: EASTERN CAPE REGIONAL OFFICE REF NO: CLO/ECU/2022/03-1P**
Client Services
Permanent

SALARY : R382 245 per annum (Level 09), (Basic salary)
CENTRE : Umtata 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 (copy of license should be attached). 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 Eastern 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 candidate will be responsible for the following functions and include, 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 Pension Case Management users (PCM); 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.
ENQUIRY : Felicia Mahlaba on Tel No: 012 319 1455
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to Recruit1@gpaa.gov.za
NOTE : #Disclaimer: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as other requirements as contained in the footer. 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. Interviews 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 six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: 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 Eastern Cape Regional Office: Umtata.

POST 14/34 : **SENIOR COMMUNICATION OFFICER: EXTERNAL COMMUNICATIONS REF NO: CO/E-COM/2022/04-2C**
(12 months contract)
External Communications

SALARY : R321 543 per annum (Level 08), plus 37% in lieu of benefits
CENTRE : Pretoria Head Office
REQUIREMENTS : A degree or equivalent three year qualification (with minimum 360 credits) in Communications or related field coupled with a minimum of three (3) years' relevant practical experience in Media Relations. Experience should include the drafting/writing of articles, speaking notes, media statements, publications, etc. Experience in working with journalists and advertising representatives. Ability to conceptualise, write and implement a Communication Strategy. Knowledge of media landscape. Knowledge of execution of media campaigns. Knowledge of writing media statements and articles. Knowledge of writing reports. Good analytical skills. Good communication skills (both verbal and written). Creativity. Integrity. Logical. Understanding of GEPF/GPAA's and its processes. Understanding of the Pension and Financial Sector.
DUTIES : The successful candidate will be responsible for the following functions and include, but not limited to: Develop and maintain external stakeholder contact database, media monitoring and analysis: Keep the Communications unit abreast of developments in pensions and finance sector; Monitor GPAA/GEPF coverage in the media; Recommendations to management to remedy media coverage; Arrange, coordinate and oversee media briefings; Record media briefing proceedings as part of a media monitoring and evaluation process; Regularly update media database; Create platforms to increase stakeholder engagements and maintain database; Organize workshops for external stakeholders. Liaise and maintain relationships with National and Provincial Departments and other stakeholders: Interact with different divisions and stakeholders to source information that needs to be communicated to the public; Communicate with stakeholders regarding the implementation of the communication strategy; Assist in the implementation of Communication, Stakeholder and Marketing strategy in GPAA. Maintain the external communications channels: Arrange and conduct regular and specialized interaction, including media visits; Ensure pre-recorded interviews are edited; Conduct live interviews; Create opportunities for and attend media briefings. Research and write articles for members' and pensioners' publications: Draft speaking notes and media statements; Prepare briefing notes and packs for campaigns; Draft all publications and coordinate members' and pensioners' publications. Provide co-ordination of all external communication campaigns and reports: Coordinate all outreach platforms; Provide logistical support for all roadshows and campaigns in GPAA; Assist with coordination of marketing on behalf of GPAA. Provide administrative support to the unit: Perform office administrative activities; Organise office logistical matters; File office correspondence, documents and reports; Draft and type standard correspondence and documents; Completion of forms and documents related to claims, payments, invoices and consultant fees; Order stationery and equipment for the section.
ENQUIRY : Mapule Mahlangu on Tel No: 012 399 2639
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to Recruit2@gpaa.gov.za
NOTE : #Disclaimer: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as other requirements as contained in the footer. 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. Interviews 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 six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: The purpose of these roles are to provide support in the Media and External communication of GPAA. Various 12 month contract positions of Communication Officers are currently available at the Government Pensions Administration Agency: External Communications Section.

POST 14/35 : **HR ADMINISTRATOR: BASIC CONDITIONS OF SERVICE REF NO: HRA/BCS/2022/04-1C**
(12 months contract)
Human Resources

SALARY : R211 713 per annum (Level 06), (plus 37% in lieu of benefits)
CENTRE : Pretoria Head Office
REQUIREMENTS : An appropriate and recognized three year qualification (Degree/National diploma/equivalent three year qualification with at least 360 credits) in Human Resources with 18 months experience in human resources administration which should include experience in the basic conditions of service field in the Public Service Or A Grade 12 certificate with at least 3 years' experience in human resources administration of which should include experience in the basic conditions of service field within the Public Service. Experience in the Administration of Leave, PILIR and Housing Allowance will be a requirement. Experience in other basic conditions of service, such as Injury on duty, Long Service awards, Probation, Senior and Middle management services, Financial Disclosures, and overtime etc. will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Good working knowledge of PERSAL of which should not be older than one year. Working knowledge of Basic Conditions (Leave, PILIR, Housing, etc). Working knowledge of Persal system. Knowledge of Public Service Prescripts and Legislation. Knowledge of Office administration. Knowledge of Employee Benefits. Good administration skills. Good communication skills both verbal and written. Ability to prioritize and meet deadlines. Team player. Good customer relations. Good organizing and coordination skills. Good problem solving skills. Good interpersonal relations skills; Adhering to business ethics. Accuracy.
DUTIES : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide administration support of Service Benefits: Implement and maintain state guarantees; Implement status and confirmation of probation; Processing of housing allowance, stop-orders; Processing of injury on duty; Administer of garnishee and maintenance orders; Processing of long service awards; Capture PERSAL transactions; Administer confirmation of employment and sympathy letters; Administer overtime requests; Administer the coordination of disclosures for levels 1-10 that is not required to disclose electronically; Capture and update records on Persal. Provide administration of leave and PILIR processing: Administer daily recording and processing of leave; Administer reconciliation of leave; Assist in the auditing of leave on a quarterly basis and provision of reports to management; Administer incapacity leave, medical referrals and ill health (PILIR); Administer the leave gratuity process. Administration of MMS and SMS services: Administer the implementation of SMS and MMS promotions, pay progressions and notches; Administer the implementation of motor finance for SMS; Capture the MMS/SMS salary structures- new, maintenance. Provide administrative support to the unit: Perform office administrative activities; Organize office logistical matters; File office correspondence, documents and reports; Draft and type standard correspondence and documents; Completion of forms and documents relevant to the office; Order stationery and equipment for the section.
ENQUIRY : Mbongiseni Nkosi on Tel No: 012 399 2202
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to Recruit3@gpaa.gov.za
NOTE : # Disclaimer: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as other requirements as contained in the folder. 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. 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 six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: The purpose of the role is to support implementation of Human Resources Practices and Administration, specifically HR Service Benefits within the GPAA. One contract position of HR Administrator: Basic Conditions of Service is currently available at Human Resources Administration Section in GPAA – 12 months contract.

POST 14/36 : **CUSTOMER SERVICE AGENT NORTHERN CAPE REGIONAL OFFICE REF NO: CSA/NC/KIMB/04-2C**
(12 months contract)
Client Services

SALARY : R211 713 per annum (Level 06), plus 37% in lieu of benefits
CENTRE : Kimberley
REQUIREMENTS : An appropriate three year tertiary qualification (at least 360 credits) with 18 months proven experience in the processing (administration) of life insurance/employee benefits or client relationship management/client care preferably in Employee Benefits, Life Insurance, Medical Aid environments or similar financial institutions or A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in the processing (administration) of life insurance/employee benefits or client relationship management/client care preferably in Employee Benefits, Life Insurance, Medical Aid environments or similar financial institutions. 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 (Northern Cape) or adjacent areas applying for may receive preference. 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.
DUTIES : The successful candidate will be responsible for the following functions and include, but not limited to: 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.
ENQUIRY : Mbongiseni Nkosi on Tel No: 012 399 2202
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to Recruit3@gpaa.gov.za
NOTE : #Disclaimer: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as other requirements as contained in the footer 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. 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 six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: 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. Two contract positions for Customer Service Agents are currently available in the Northern Cape Regional offices of the GPAA based in Kimberley on a 12 months contract.

POST 14/37 : **M&E ADMINISTRATOR: REGIONAL COORDINATION REF NO: ARC/M&E/2022/04-1P**
Corporate Monitoring and Evaluation
Permanent

SALARY : R211 713 per annum (Level 06)
CENTRE : Pretoria Head Office
REQUIREMENTS : An appropriate three year tertiary qualification (N Dip/B Degree) (at least 360 credits) coupled with 18 months relevant experience in an Administration function. A Senior Certificate coupled with three (3) years proven experience in an Administration function. Experience gained within a Monitoring and Evaluation environment may receive preference. Proficient Computer Literacy (MS Office Products). Knowledge of Office Administration. Knowledge of Public Service and departmental Prescripts and Legislations. Updated knowledge on procedures and processes within the office of the M & E manager. Knowledge of LRA. Sound organisational skills. Excellent written communication skills. Ability to communicate at all levels – good verbal communications skills. Good telephone etiquette. Customer oriented. Good interpersonal relationships. High level of reliability. Ability to act with tact and discretion. Adhering to business ethics. Good grooming and presentation.

DUTIES : The successful candidate will be responsible for the following functions and include, but not limited to: Provide support to Monitoring processes of Regional Offices (ROs): Support coordination of monitoring activities in Regional Offices; Contribute in assisting the ROs to develop logical frameworks, indicators, baselines, benchmarks and thresholds; Document and monitor regional office monitoring plans; Assist in development of monitoring tools; Assist ROs to monitor their programmes; Assist in ROs monitoring data collection and analysis; Assist in compilation of quarterly and annual monitoring reports; Track implementation of recommendations from RO monitoring reports. Provide support for evaluation studies in Regional Offices (ROs): Provide support in facilitation of needs analysis in ROs; Liaison with clients and beneficiaries; Assist in documenting and tracking evaluation plans; Assist in development of evaluation tools; Contribute to literature review for proposal writing; Contribute to compilation and presentation of concept notes/proposals for internal peer reviews; Undertake data collection, capturing and analysis for evaluation studies; Assist in data verification of RO evaluation data; Provide support in ensuring ROs evaluate their programmes; Assist in compilation of evaluation reports; Track implementation of recommendations from evaluation studies; Contribute to documentation of lessons learnt. Provide administrative support for projects in Regional Offices: Participate in planning for training in ROs; Arrange meetings with stakeholders (Employer Departments) and with RO officials; Incorporate inputs to peer reviewed documents.

ENQUIRIES : Mbongiseni Nkosi on Tel No: 012 399 2202
APPLICATIONS : It is mandatory to email your application with the relevant supporting documentation to Recruit3@gpaa.gov.za

NOTE : #Disclaimer: Take note of the new requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as other requirements as contained in the footer 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. 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 six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. Note: The purpose of the role is to render Monitoring and Evaluation support service to Regional Offices (ROs) within GPAA. A permanent position of M&E Administrator: Regional

Coordination is currently available at the Government Pensions Administration Agency: Corporate Monitoring and Evaluation based at Head Office Pretoria.