

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 22 July 2022 before 12h00 noon. No late applications will be considered.

: Take note of the Disclaimer Mentioned on each advert. It is mandatory that applications which consist of a signed Z83 and comprehensive CV 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. From 1 January 2021, a new application for employment (Z83) form will be effective and if the old Z83 is used, it will be deemed a regret. Should an individual wish to apply for a post 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](http://www.dpsa.gov.za/vacancies) or <http://www.gpaa.gov.za>

Requirements: Applications must be submitted on the new form Z83 as indicated above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) and (b) a duly completed Z83 (refer to Circular No 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the GPAA. Note that certain information contained in the application (CV and Z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome 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 applications on 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 an annual performance agreement and will be required to undergo a security clearance

#### OTHER POST

**POST 25/53** : **PROVINCIAL MANAGER (BRANCH MANAGER) REF NO: MNG-PROV/MPUM/2022/07-1P**  
Client Services

**SALARY** : R744 255 per annum (Level 11), (all-inclusive package)  
**CENTRE** : Nelspruit (Mpumalanga)  
**REQUIREMENTS** : A Recognized three-year Bachelor's Degree or equivalent three year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years' experience in a managerial role. Exposure in stakeholder management within the public service sector / Employee Benefits/Medical Aid environments may receive preference. A valid driver's license is mandatory, at least two years old (it is preferred if a copy is attached to the application); Proficiency in English is a requirement and the ability to speak any of the other official languages in the province would be an added advantage; Geographical knowledge of the province for which application is made will be an advantage; Demonstrable customer relations experience; The applications of individuals currently residing in Mpumalanga *may* receive preference. Knowledge of GEPP Services and Products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation. Geographical knowledge of the Province (Region) applying for. Knowledge of two indigenous languages spoken in the Region. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills. Supervisory/management skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills.

**DUTIES** : The main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the province. The successful candidate will be responsible for the management of customer relationship in the Region, which inter alia include but is not limited to: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices; Provide inputs and advice on policy development and ensure the effective implementation thereof; Review and ensure effective workflow and capacity planning; Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution; Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers; Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives; Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates; Develop and implement quality assurance and data quality strategies and actions; Ensure the effective and uniform implementation of Standard Operating Procedures; Submit all statistics, reports and replies timely and accurately; Inform the Senior Manager about work progress, problems and corrective measures applied; Manage the delays on the payment process; Manage provincial service channels (mobile, Walk-in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the Provincial office. Manage the Coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements; proactively develop and implement a risk management plan and report on all risk according to required format; Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office; Promote a corruption free environment and report any breaches; Ensure office based auditing of procedures and proper controls; Monitor and control compliance to audit findings; Keep the risk register at the CRMMM (CRM middle management forum) updated; Monitor

compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the Province. Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives; Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives; Ensure that various stakeholders' enquiries or complaints are directed to relevant officials for resolution; Ensure, coordinate, support and track the resolution of various stakeholder/clients enquiries or complaints; Increase GPAA provincial footprint through the rollout of various service channels. Ensure successful business transformation within provincial office. Act as a change champion for transformation and communicate, motivate and drive change initiatives within the office; Recommend and implement performance improvement initiatives; Manage successful implementation of system and process enhancements, updates and amendments within the office; Provide administrative support at outreach initiatives; Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section. Compile comprehensive operational plans, quarterly and annual reports; Keep abreast with changes in relevant guidelines and other legislation, to make recommendations where policies and procedures need to be amended; Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery; Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas. Section Management. Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure; Identify training and development needs, implementing plans to address requirements as appropriate; Manage discipline and absenteeism in accordance with organizational codes and procedures; Facilitate communication through appropriate structures and systems; Manage compliance with agreed budgets in consultation with the Senior Manager, ensuring that costs are contained; Participate in management forums within GPAA, contributing expertise to enable sound decision making; Provide detailed, accurate information for internal and external audit purposes and action audit issues identified; Implement controls within the section which minimize potential risk to stakeholders; Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

**ENQUIRIES**  
**APPLICATIONS**

: Ms Mapule Mahlangu Tel No: 012 399 2639  
: It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit2@gpaa.gov.za](mailto:Recruit2@gpaa.gov.za)

**NOTE**

: quoting the reference number in the subject heading of the email. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. 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 main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the Mpumalanga province. One position of Manager: Provincial Office (Branch Manager) is currently available at the Government Pensions Administration Agency: Mpumalanga Region.