

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 06 February 2023 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 indicate 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) only. 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 (when shortlisted). 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.

## MANAGEMENT ECHELON

- POST 02/34** : **DIRECTOR: CALL CENTRE REF NO: DIR/CC/CRM/2023/01-1P**  
Client Relationship Management
- SALARY** : R1 105 383 per annum (Level 13), (all-inclusive package)  
**CENTRE** : Pretoria (Based at Trevenna)  
**REQUIREMENTS** : A relevant three-year B Degree/B Tech qualification or equivalent three-year qualification (at least a minimum of NQF7) coupled with at least eight (8) years demonstrated experience within the Call Centre/Customer Service environment of which five (5) years' should be at a middle/senior management level. Experience gained in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage. Membership of a professional body in the Customer Services field will serve as an advantage. Computer literacy which includes MS Office products. Knowledge of Benefits Administration. Knowledge of Customer Relationship Management (Channels Management). Knowledge of relevant legislative requirements and GPAA policies and procedures. Industry knowledge. Knowledge of Financial management including budgeting and forecasting. Knowledge of Pension Fund Regulations and Rules. Knowledge of Compliance Management. Knowledge of relevant systems. Service delivery innovation skills. Client orientation and customer focus skills. Financial management skills. People management and empowerment skills. Programme and Project management skills. Change management skills. Above average communication skills (verbal and written). Knowledge management skills. Problem solving and analysis skills. Strategic capability. Respect. Service excellence. Integrity. Transparency. Courtesy. Emotional intelligence. Team Player. 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.
- DUTIES** : The successful candidate will be responsible for the following functions and include, but not limited to: Manage the implementation of the Operations Management Strategy. Monitor the implementation of the operational plan for the Directorate to support the achievement of GPAA's strategic objectives. Manage, monitor, and review the Directorate policies, procedures, and processes in accordance with best practice and legislation. Ensure implementation of an effective short, medium and long-term operating strategy for the Directorate. Conduct benchmarks on new developments in practice to improve the effectiveness and efficiency of the organisation. Manage the provision of best practices regarding Directorate functions to all stakeholders. Ensure the implementation of a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. Monitor compliance with relevant legislation throughout all Directorate functions. Analyse service delivery gaps, challenges and implement remedial action strategies. Manage quality of service provided to internal and external customer/clients/stakeholders. Manage the mitigation of identified risks. Ensure information flow to and alignment with all stakeholders to ensure effective engagement. Conduct trend analyses and forecasting. Manage inbound contact Centre services for the Department. Ensure response to and recording of all telephonic inquiries and complaints received from clients via the call management and CRM tools. Ensure attendance of all electronic queries of clients. Ensure resolution of client enquiries. Ensure quality assurance of calls of agent services and provide advice and measures to improve service. Ensure listening and assessment of calls. Ensure the provision of the call centre with performance improvement action plans. Analyse and provide systematic reports to contact centre management. Ensure the monitoring of contact centre system, equipment and agent database and action appropriate interventions. Manage outbound contact centre services for the Department. Ensure that outbound calls are

made to clients. Ensure resolution client queries. Ensure provision of feedback to clients. Manage the provisioning of Enterprise Operations Support Services. Ensure the timeous scanning, and accurate indexing and filing of documents in accordance with the applicable filing system. Ensure the management of mail inbound and dispatch of client files. Ensure for the safekeeping of files, and other relevant confidential documents. Ensure provisioning of registry services. Monitor adherence to the National Archives Act. Manage all the resources in the Directorate. Oversee the development and management of staff within the Directorate. Implement and maintain a relevant management approach to support effective business results within the Directorate. Develop and sustain a culture of high performance, professionalism, and integrity to support overall quality of service delivery. Oversee control of budgeting and expenditure process in line with strategic objectives and relevant legislation. Ensure the effective utilization of all the other resources (including IS, Assets, Infrastructure, etc) within the Directorate.

- ENQUIRIES** : Mapule Mahlangu Tel No: 012 399 2639  
Application Enquiries: Ms Rebecca Hatlane Tel No: 011 – 941 1953 / 086 1999 960.
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [gpaaf1@phakipersonnel.co.za](mailto:gpaaf1@phakipersonnel.co.za) quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the post is to manage client and stakeholder contact and operations support services in the GPAA. One permanent position for a Director: Call Centre is currently available in the Client Relationship Management Unit of the GPAA.

#### OTHER POSTS

- POST 02/35** : **DEPUTY DIRECTOR: APPLICATIONS TESTING: BSS REF NO: DDAPPLT/BSS/2023/01-1P**

Business Support Systems

The purpose of the post is to manage the validation and testing of GPAA systems and applications.

- SALARY CENTRE REQUIREMENTS** : R766 584 per annum (Level 11), (all-inclusive package)  
: Pretoria (Head-Office)  
: A three-year National Diploma/B Degree/B Tech or equivalent three-year qualification in Information Technology or related field (minimum NQF 6 with at least 360 credits). Coupled with a minimum of five (5) years (ideally six (6) years) proven and appropriate experience in the Testing field / the management of Application Development Life Cycle of which at least three (3) years was in a managerial/supervisory capacity. Computer literacy that include a good working knowledge of Microsoft Office Products. Interaction with business users and technical units in respect of testing results, defects and resolution. Test deliverables and resource management. Understanding and application of test governance framework, technical tool application and delivery management. Business Applications support services in an outsourced environment including escalations, root cause analysis and coaching. Business Applications fit on Business Continuity requirements with specific focus on Knowledge Management. High level of Communication skills (written and verbal). Project Management skills. Strategic decision-making skills. Leadership skills. Collaboration skills. Delegation skills. Ability to take initiative. Emotional Intelligence. Integrity. Ability to see the big picture. Demonstrable commitment. Customer service orientation. Structured approach. 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.

- DUTIES** : The successful candidate will be responsible for the following functions and include, but not limited to: Process management and administration: Create

Application Life Cycle Management (ALM) folders for release and change requests. Ensure compliance to the process requirements for test results and test requirements. Ensure that the test and validation process and procedures are excluded by the Functional testers. Prepare reports for monthly Test Lab Functional Test to test Managers and Senior Manager. Prepare reports for monthly Test Lab Automation report to Test Manager and Senior Manager. Functional Testing and Test Analysis: Perform manual test, recording the results and raising defects. Analyze requirements Reviews. Define test requirements. Test case design. Test execution across all test phases and test types. Test data set up. Defect logging. Support automation and performance test processes. Design automation test scripts. Maintain test cases for regression (manual and automated). Perform installations, systems configuration testing including confirming the accuracy of installation documentation and release notes. Provide input to the implementation of external interfaces: Collaborate with internal and external stakeholders to implement new system and processes, enabling integration for external interfaces. Test analysis of implementation requirements for internal and integration testing with external stakeholders.

- ENQUIRIES** : Ismael Radebe Tel No: 012 399 2299  
Application Enquiries: Masego Tshetlo on [Masego.Tshetlo@gjijima.com](mailto:Masego.Tshetlo@gjijima.com) or Tel No: 010 449 5681
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to <https://applybe.com/gjijima/search/results/> quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the post is to manage the validation and testing of GPAA systems and applications. One permanent position for an Applications Testing Analyst position is currently
- POST 02/36** : **DEPUTY DIRECTOR: BUSINESS ENTERPRISE RISK REF NO: DD/EWR/2023/01-1P**  
Enterprise-Wide Risk
- SALARY CENTRE REQUIREMENTS** : R766 584 per annum (Level 11), (all-inclusive package)  
: Pretoria (Head-Office)  
: A recognized three-year National Diploma/B Degree/B Tech qualification or equivalent three-year qualification (with at least 360 credits, minimum NQF6) in Risk Management or related field coupled with at least six (6) years working experience within the Enterprise Risk environment which includes at least three (3) years' management experience. Computer literacy which includes MS Office (Word processing, Outlook, Powerpoint and Excel). Knowledge/experience in BarnOwl will be an advantage. Knowledge of Risk Management Framework (COSO, ISO 31000, 22301). Knowledge of IT Management and Governance Frameworks (COBIT, PRINCE 2). Knowledge of Corporate Governance (King IV). Knowledge of BarnOwl System. Knowledge of prescribed Regulations and Policies such as PFMA, National Treasury Regulations. Knowledge of Public Service Regulations and other Government Prescripts. Analytical and problem solving skills. Business ethics. Good communication skills (written and verbal). Presentation skills. Planning and Organising skills. Assertive. Proactive approach. Innovative. Teamplayer. Analytical skills. Attention to detail. 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.
- DUTIES** : The successful candidate will be responsible for the following functions and include, but not limited to: Manage the implementation of risk analysis, policies, strategy and framework: Develop risk strategy, policies, charter and management framework. Review risk strategies in line with GPAA objectives. Develop, maintain, manage and continuously improve risk management processes, policies standard operating procedures and guidelines. Ensure that risk is identified and assessed. Oversee the implementation of the risk

management plan. Monitor the implementation of the risk awareness plan. Establish a risk committee and a risk champion forum and provide guidelines in the operation thereof. Identify gaps in policies and procedures and establish mechanism to alleviate them. Comply to legislation and adjust strategies, plans and procedures accordingly. Provide risk management services to GPAA: Provide risk awareness campaigns to head office and regional offices. Monitor compliance regarding risk related matters. Co-facilitate risk awareness programmes with stakeholders. Implement risk awareness programme for GPAA. Manage centralised risk management software (BarnOwl). Provide advice with regards to risk related matters. Develop and implement action plans for business units to manager operational risk effectively. Liaise with external and internal auditors. Develop risk mitigation factors to manage risk exposure. Monitor compliance to risk control measures: Identify, procure, implement and maintain an appropriate risk management system to improve effectiveness and efficiency of risk management. Oversee the training in the use of risk management tools and techniques of employees. Implement risk awareness programme for GPAA. Manage the central risk programme (BarnOwl). Monitor the completion of the risk register. Set risk tolerance levels to serve as alerts to management. Monitor compliance to risk policy charter. Manage, implement and maintain enterprise risk scorecard report. Provide risk assurance on business process. Provide guidelines to business units and check that each business's strategy incorporates risk management principles. Provide risk assurance on business processes. Proactively monitor and manage identified risks to minimise risk exposure. Ensure the undertaking of risk assessments to determine the GPAA's current risk exposure. Internal and external stakeholder reporting: Provide feedback reports to relevant stakeholders and business units. Compile action plan monitoring reports. Draft monthly, quarterly and annual reports to management. Generate ad-hoc reports and submit to management. Report on risk ratings on a monthly basis. 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 organisational codes and procedures. Facilitate communication through appropriate structures and systems. Manage compliance with agreed budgets in consultation with the Chief Director, 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 minimise potential risks to stakeholders.

- ENQUIRIES** : Mapule Mahlangu Tel No: 012 399 2639  
Application Enquiries: Soniwe Mwamuka on Tel No: 0110218982 or [recruitment@masteck.co.za](mailto:recruitment@masteck.co.za)
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Applications@masteck.co.za](mailto:Applications@masteck.co.za) quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the post is to promote and enhance good corporate governance of GPAA through proactive risk management strategies. One permanent position for a Deputy Director: Business Enterprise Risk is currently available in the Enterprise Wide Risk Unit of the GPAA.
- POST 02/37** : **RISK PRACTITIONER: ENTERPRISE-WIDE RISK REF NO: RP-EWP/2023/01-1P**  
Enterprise-Wide Risk
- SALARY** : R393 711 per annum (Level 09), (basic salary)  
**CENTRE** : Pretoria (Head-Office)  
**REQUIREMENTS** : A recognized three-year National Diploma/B Degree/B Tech qualification or equivalent three-year qualification (with at least 360 credits, minimum NQF6)

in Risk Management, Commerce or related field. Coupled with four (4) years appropriate proven experience in Enterprise Risk. Computer Literacy which includes Ms Office (Word processing, Outlook, PowerPoint and Excel). Knowledge/experience in BarnOwl will be an advantage. Knowledge of Risk Management Processes (COSO, ISO 31000). Knowledge of BarnOwl system. Knowledge of prescribed regulations and policies – PFMA, Treasury Regulations. Knowledge of Public Service Regulations and other Government prescripts. Knowledge of Corporate Governance (King IV). Good analytical skills. Good communication skills both verbal and written. Good planning and organizing skills. Good problem-solving skills. Good interpersonal skills (ability to work with all levels of Management across Business Units). Team player. Approachable and innovative. Assertive. Proactive. 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.

**DUTIES**

: The incumbent will be responsible for a wide variety of tasks which include but not limited to the following: Implementation of risk analysis and monitoring: Identify and assess risks. Assist in providing recommendations for the risk management action plan. Implement risk awareness plan. Assist in reviewing risk strategies to be in line with GPAA objectives. Maintain and compile risk register. Conduct risk awareness campaigns. Verify management action plans and make follow ups on the outstanding management action plans. Identify gaps on policies, procedures and legislations and establish mechanisms to alleviate them. Monitor the effectiveness of the Risk committee and risk champions within the GPAA. Implementation of risk compliance: Update the operational risk control matrix on quarterly basis. Compile risk compliance reports on quarterly basis. Compile enterprise risk scorecard report. Implement enterprise risk scorecard. Undertake risk assessments to determine the GPAA's current risk exposure. Conduct training/risk awareness of employees in the use of risk management tools and techniques. Provide risk assurance on business process. Ensure compliance on risk policy charter. Ensure each business' strategy incorporates risk management principles. Monitor the central risk programme (BarnOwl). Facilitate training on risk awareness to employees in the use of risk management tools and techniques. Provide risk management services to GPAA: Assist in provision of Risk awareness campaigns to head office and regional offices. Co-facilitate risk awareness programmes with stakeholders. Provide advise with regards to risk related matters. Implement action plans for business units to manage operational risk effectively. Liaise with external and internal auditors. Implement risk mitigation factors to manage risk exposure. Provide administrative support to the Strategic and Operational Risk Management (Risk Committee) committees: Prepare and circulate risk committee packs. Compile minutes for operational Risk Management Committee. Make necessary arrangements for Risk team members, Strategic and Operational Risk Management meetings. Assist in the drafting of the reports to be submitted to internal and external stakeholders. Provide report risk rating on a monthly basis.

**ENQUIRIES**

: Mapule Mahlangu Tel No: 012 399 2639  
Application Enquiries: Soniwe Mwamuka Tel No: 0110218982 or [recruitment@masteck.co.za](mailto:recruitment@masteck.co.za)

**APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Applications@masteck.co.za](mailto:Applications@masteck.co.za) quoting the reference number in the subject heading of the email.

**NOTE**

: The purpose of the job is to ensure effective and efficient control and monitoring of all risk management activities within GPAA. One permanent position for Risk Practitioner is currently available in the Enterprise Wide-Risk unit of the GPAA.

**POST 02/38** : **ASSISTANT DIRECTOR: DIGITAL COMMUNICATIONS REF NO: ASD/DIGCOMM/2023-01-1P**

Information Communication Technology

The purpose of the role is: To provide effective and efficient social media platforms (website) for the GPAA.

**SALARY CENTRE REQUIREMENTS**

: R393 711 per annum (Level 09), (all-inclusive package)

: Pretoria (Head-Office)

: A three-year National Diploma/B Degree/B Tech or equivalent three-year qualification (minimum NQF 6 with at least 360 credits) coupled with three years (ideally four (4) years') experience in a Digital Communication / Website content / Digital Marketing environment. Computer literacy that would include proficiency in and knowledge of using the following software: Microsoft Office, Microsoft SharePoint and/or SharePoint Online and WordPress. Knowledge of: Digital communication and Digital communication source maintenance. Website maintenance and support. Strategic marketing knowledge. Strong experience of initiating and running successful and innovative digital marketing campaigns. Knowledge of social media and Search Engine Optimization (SEO). Content management and campaign coordination. Business Intelligence. POPI Act. Skills and attributes: Proficiency in multichannel communication technologies rules and regulations. Graphic design and related software skills. Excellent oral and written communication skills (reporting). Proofreading and detailing. Attention to detail. Initiative. Commitment. Customer service orientation. Structured approach. Innovation and creativity. Ability to multitask and work with different teams. Highly motivated, enthusiastic with a "can do" mindset. Outstanding interpersonal skills with ability to develop strong relationships with colleagues and external partners. 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.

**DUTIES**

: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following. Publish information on the website: Communicate and consult with the Communications Unit on the design, layout and standard requirements for web content. Ensure that policies and documents are uploaded according to brand compliance and are approved through the Branding and Knowledge Management offices. Ensure consistency and strategic alignment of content on the websites. Communicate and consult with Knowledge Management on website's content to structure information, create and manage layout of the web pages and ensuring content quality control. Ensure that uploaded content has been edited and approved through the Communications Unit. Proactively update information on web pages by requesting updates/information from content owners and Knowledge Management representatives for outdated pages. Ensure user assistance and website availability. Provide advice and technical assistance to web browsers about navigation on GPAA websites. Co-ordinate and liaise with IT regarding GPAA website architecture, maintenance and infrastructure required for the web pages. Update maintenance of GPAA website information (archives, backups, etc.). Proficiency in Microsoft SharePoint and/or SharePoint Online to assist with maintenance on websites. Continuously review web usage and effectiveness to align and enhance it to meet business needs. Digital Communications Administration: Manage and assist with the deployment and maintenance of digital channels (already implemented and to be implemented). Provide input into, implement, and manage communication over multiple communication channels. Assist Communications Unit to communicate information (fit for purpose) depending on the communication channel selected. Prepare GPAA Digital Communications report on digital campaigns, self-service, and calendar items. Assist with User Access Administration on Campaign Manager to ensure that the GPAA staff has

the correct access to the administration functions. Ensure availability of electronic contact details and engage Data Management team to improve data. Social Mining: Provide input into, implement and manage information obtained utilising social mining. Proficiency in social mining technologies rules and regulations. Provide reputation feedback on the GPAA to business. Establish communication back to clients regarding negative feedback. Strategy and Policy development: Provide input into, implement and manage the web content communication strategy. Provide input into, implement and manage the GPAA's electronic communication channels. Manage the information used to update the electronic communication information. Engage with GPAA business units to attend to business requirement to utilise the electronic communication channels. Market GEPF and GPAA websites to relevant stakeholders. Determine user needs, strategies and goals and develop web pages that meet those needs. Identify other social media platforms that can be used effectively for communication to stakeholders.

**ENQUIRIES** : Ms Felicia Mahlaba Tel No: 012 3191455  
**APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Recruit1@gpaa.gov.za](mailto:Recruit1@gpaa.gov.za) quoting the reference number in the subject heading of the email.

**NOTE** : The purpose of the role is: To provide effective and efficient social media platforms (website) for the GPAA. One permanent position for Assistant Director: Digital Communications is currently available in the ICT Unit of the GPAA.

**POST 02/39** : **ASSISTANT DIRECTOR: INFORMATION SECURITY PROCESS FLOW SYSTEMS REF NO: ASD-PFS/IS/2023-01/1P**  
 ICT-Information Security  
 The purpose of the role is to facilitate information security process flow activities and initiatives in GPAA.

**SALARY** : R393 711 per annum (Level 09), (all-inclusive package)  
**CENTRE** : Pretoria (Head-Office)  
**REQUIREMENTS** : A three-year National Diploma/B Degree/B Tech in Information Technology or equivalent three-year qualification (minimum NQF 6 with at least 360 credits) coupled with a minimum of three years (ideally four (4) years') relevant experience in Information Security Management. Experience gained in an Administrative environment will serve as an advantage. Computer literacy which includes a good working knowledge of Microsoft Office. Valid driver's license of at least two years old (copy will be requested). Knowledge of Client Relations Management. Knowledge of GEPF services and products. Knowledge of programme and project management. Knowledge of Public Finance Management Act. Knowledge of Minimum Information Security Standards (MISS). Knowledge of Information Technology. Knowledge of Information Security Systems. Knowledge of Access to Information Legislation. Knowledge of National Archives legislation, prescripts, and regulation. Knowledge of Protection of Information Act. Knowledge of Promotion of Access to Information Act. Knowledge of National Archives Act. Knowledge of Electronic Communications and Transactions Act. Knowledge of Protection of Personal Information Bill. Knowledge of ISO/IEC 2007:2006 standards. Knowledge of Government Employees Pension Law. Analytical skills. Facilitation skills. Presentation skills. Motivational skills. Organisation & coordination skills. Financial management skills. Driving skills. Customer orientation. Ability to communicate at all levels. Ability to build strong network relationships. Work independently. Persuasiveness. Reliability. Stress coping abilities. Self-efficiency.

**DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Implement information security process flow activities: Implement process documentation/workflows, knowledge articles and self-service guidance regarding information security. Collect and document business requirements for project and process improvement/automation efforts. Ensure process workflow modelling in order to collaborate on process improvements, automation capabilities and clearly defined use cases. Review information and trends to ensure that the output of processes are achieving the desired secured results and that services are meeting agreed upon service levels. Conduct maturity assessments against the process activities to highlight areas of improvement or concerns. Identify



issues and risks that could have an impact on the flow of information. Bring inconsistencies and problems to the attention of management. Participate in the problem resolution regarding information security. Track major incident management process and ensure adherence of the process and escalation requirements within the various support and delivery areas. Prepare incident details for postmortem incident reviews. Maintain a complete understanding of and adherence to all IS policies and processes. Ensure initiatives regarding information security: Conduct the implementation of appropriate solutions. Plan and implement initiatives to monitor employee behaviour in terms of compliance to document security. Inform new and current employees on best practices, threats, risks and vulnerabilities relating to document security and document management. Report on potential document management and document security risk and vulnerabilities for dissemination to Information Security Management. Keep update of new, current trends and developments in the Document Security field. Ensure internal liaison and follow up on the progress of Document Security Operational initiatives and projects.

- ENQUIRIES** : Masego Tshetlo Tel No: 010 449 5681
- APPLICATIONS** : It is mandatory to apply on the following URL <https://applybe.com/gijima/search/results/> with a comprehensive CV and new Z83 signed attached. Follow all steps.
- NOTE** : The purpose of the role is to facilitate information security process flow activities and initiatives in GPAA. One permanent position of Assistant Director: Information Security Process Flow Systems is currently available at the Head Office based in Pretoria.
- POST 02/40** : **ASSISTANT DIRECTOR: INVESTMENT ACCOUNTING REF NO: ASD/INVEST/2023/01-1P**  
Investment Accounting (Finance)
- SALARY** : R393 711 per annum (Level 09), (basic salary)
- CENTRE** : Pretoria
- REQUIREMENTS** : Recognized three-year Bachelor's Degree/National Diploma/B Tech in the financial field (BComm / B Compt – majoring in Financial Accounting) or equivalent three year qualification majoring in Financial Accounting (at least 360 credits, minimum NQF 6) coupled with four (4) years financial accounting experience which include at least two (2) years' supervisory / managerial experience. Specialized knowledge of and/or experience in investments will be an advantage. SAICA completed articles will be an added advantage. Computer Literacy which include: Ms Office (Word processing, Outlook, Powerpoint and Excel). Knowledge of Financial accounting mandatory. Knowledge of International Financial reporting standards. Knowledge of Regulatory reporting requirements for retirement funds in SA. Knowledge of Risk management. Specialized knowledge of investments will be an advantage. Knowledge of PFMA and National Treasury regulations will be an advantage. Analytical skills. Problem solving skills. Conflict management skills. Effective communication skills (both verbal and written). Time management skills. Ability to work in a team and independently. Ability to function in a complex environment. Adaptability. Conscientious. Resilience. Honesty/integrity. Openness to change. Accuracy and detail oriented. 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.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Assist in Management of Investment Accounting: Research and keep abreast of best practice initiatives and developments within investment accounting to ensure that projects are aligned to best practices. Contribute to development of project plans aligned to best practices and strategy of relevant funds. Develop and coordinate implementation of operational plans. Oversee and ensure an effective

promotion of relationship with all stakeholders. Review investment reports. Review of general ledger reconciliations. Review authorization of journal entries. Monitoring and review of investment accounting policies, frameworks, controls and processes. Assist to develop, implement and maintain internal controls: Identify risks relating to the unit. Design and implement internal controls to mitigate risks. Align internal controls with GPAA's policies and strategic objectives. Ensure continued adherence to developed and approved internal controls. Undertake corrective measures on deviation on internal controls. Oversee risk management processes within the Investment Accounting unit and implementation of action plans. Assist in providing internal financial reporting services: Preparation of the annual, interim, quarterly and monthly financial statements. Ad hoc internal reporting required by management of the relevant funds. Assist in management of audit processes: Liaison with external and internal auditors. Preparation and provision of year end audit file. Preparation and provision of additional information required by the auditors. Resolutions of external and internal audit queries. Implementation of internal and external audit recommendations. Assist in managing all resources of the unit: Set, agree and monitor performance of direct reports, check that it is aligned with planned targets. Allocate work according to the individual workload, expertise and developmental needs of the individual. Identify development and succession planning requirements. Ensure employment equity compliance. Monitor that outputs achieve business requirements. Facilitate staff productivity and efficiency, minimizing absenteeism and turnover figures. Motivate staff through the implementation of various reward mechanisms. Facilitate organizational communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per prescripts.

**ENQUIRIES  
APPLICATIONS**

: Ultimate Recruitment Solutions Tel No: 012 811 1900  
 : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [gpaa44@ursonline.co.za](mailto:gpaa44@ursonline.co.za) quoting the reference number in the subject heading of the email.

**NOTE**

: The purpose of the role: is to assist in managing investment accounting for GEPF, AIPF and TEPF. One permanent role of ASD: Investment Accounting is currently available at the GPAA based at Head Office Pretoria.

**POST 02/41**

: **ASSISTANT DIRECTOR: ORGANISATIONAL PERFORMANCE  
MONITORING & REPORTING REF NO: ASD/OPM&R/M&E/2023/01-1P**  
 Corporate Monitoring and Evaluation  
 The purpose of the role is to implement the monitoring frameworks and processes across the organization.

**SALARY  
CENTRE  
REQUIREMENTS**

: R393 711 per annum (Level 09), (basic salary)  
 : Head Office Pretoria  
 : A recognized National Diploma/B Degree or equivalent three-year qualification (minimum NQF 6 with at least 360 credits) coupled with Four years' experience in a Monitoring and Evaluation environment. Candidates with specific exposure in Organizational Performance Monitoring will receive preference. Knowledge of Monitoring and Evaluation processes. Knowledge of Governmental Guidelines on Monitoring and Evaluation. Knowledge of Statistical Analysis. Knowledge of Data Quality Standards. Knowledge of Public Services Regulatory Frameworks. Knowledge of Operations research. Analytical skills. Financial skills. Problem solving skills. Presentation skills. Planning skills. People management skills. Technical skills. Customer oriented. Ability to communicate at all levels with exceptional communication skills (verbal and written). Ability to build strong network relationships. Ability to work in a team. 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.

**DUTIES**

: The incumbent will be responsible for a wide variety of tasks which include, but are not limited to the following: Assist in the development and review of policies pertaining to Organizational performance monitoring and evaluation systems: Support the review of the M&E Policy, Strategy, Framework and Approaches. Assist in identification of M&E best practices, latest developments, and trends both nationally and internationally. Assist in development of Standard Operating Procedures for performance monitoring. Monitor compliance by the organization to policies and regulations. Establish whether the existing policies assist in the achievement of set objectives. Assist in developing guidelines for monitoring activities. Implement the monitoring guidelines. Identify and implement new developments in the M&E discipline. Advice on policies and strategies relevant to monitoring, evaluation, other existing policies, and new developments. Assist in the development of Terms of References (TOR). Provide support in implementation of contracts by service providers. Evaluate and compile workshop reports. Assist in reviewing the alignment of the Organisational Strategic Documents and provide strategic Inputs: Assist in developing Strategic Key Performance Indicators (KPI) for the organization. Facilitate Corporate and Business Plan alignment to the strategic goals. Provide M&E capacity building and support to business units. Building of internal capacities for M&E activities and link these into the overall project management methodology. Follow-up and support implementation of M&E recommendations. Implementation of spot checks. Provide M&E feedback to internal and external stakeholders. Market the M&E function through different medium of communication. Conduct needs analysis to identify monitoring needs. Develop and implement manual data collection and reporting tools. Monitor the implementation of Annual Performance Plan (APP) for the organization. Monitor the implementation of SLA's with the GPAA and National Treasury. Provide advice to Manager on the achievement of implemented monitoring approaches and processes. Coordinate organisational quarterly review meetings. Assist in planning for programme and business unit performance and provide strategic input: Assess Annual Performance Plans (APPs) and operational plans in terms of technical requirements of strategic Plans and APP Framework. Participate in assessment of the alignment between Medium Term Expenditure Framework (MTEF) and the organizational performance indicators. Facilitate the development of Technical Indicator Descriptions (TIDs) for organizational performance indicators. Provide M&E technical support to internal and external stakeholders. Follow-up on implementation of work plans and action plans. Facilitate reporting on programmes and business unit activities: Coordinate the collection/submission and analysis of performance monitoring data. Integrate and coordinate the performance monitoring and reporting function in the Organization. Facilitate the compilation of quarterly organizational performance reports. Compile and ensure quality of performance monitoring reports and lessons learnt. Gather, verify, consolidate and analyse data for quarterly, half yearly and annual monitoring of business performance. Communicate organizational performance assessment findings to responsible stakeholders. Conduct gap analysis and produce analytical reports on the implementation of the existing framework and systems to inform decision making. Participate and contribute to the development of the Annual Report for tabling in Parliament. Perform other activities relevant to Performance Monitoring as and when requested.

**ENQUIRIES**

: Mr Ismael Radebe Tel No: 012 399 2299 or Mpho Ngubane Tel No: 011 884 8010

**APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 signed) to [applicationsgpaa@afrikan.co.za](mailto:applicationsgpaa@afrikan.co.za) quoting the reference number in the subject heading of the email.

**NOTE**

: The purpose of the role is to implement the monitoring frameworks and processes across the organization. One permanent position for Assistant Director: Organizational Performance Monitoring & Reporting in the CM&E Business Unit is currently available at the Government Pensions Administration Agency – Head Office.

**POST 02/42**

: **CUSTOMER SERVICE AGENT – MPUMALANGA REGION REF NO: CSA/MPUM/2023-01-1C**  
Client Relationship Management  
(12 months contract)

**SALARY**

: R218 064 per annum (Level 06), plus 37% in lieu of benefits

**CENTRE  
REQUIREMENTS**

: Nelspruit – Mpumalanga  
: An appropriate three-year tertiary qualification (at least 360 credits NQF level 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 similar financial institutions 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 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 (IsiSwati/IsiZulu, and Tsonga). The applications of individuals currently residing in the Province applying for may receive preference (Mpumalanga and adjacent areas). A valid driver's license of at least 12 months (a copy of the license will be requested). Excellent problem-solving skills. Excellent presentation skills. Excellent communications 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. Willingness to travel. 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.

**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**

: Eugene Geldenhuys Tel No: (011) 883 5035 or Mapule Mahlangu Tel No: 012 399 2639

**APPLICATIONS**

: It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps.

**NOTE**

: One contract position of Customer Service Agent is currently available at Nelspruit Regional office of the GPAA – 12 months contract. The purpose of the role: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.

**POST 02/43** : **CUSTOMER SERVICE AGENT – LIMPOPO REGION REF NO: CSA/LIMP/2023-01-2C**  
Client Relationship Management  
(12 months contract)  
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.

**SALARY CENTRE REQUIREMENTS** : R218 064 per annum (Level 06), plus 37% in lieu of benefits  
: Polokwane Regional Office  
: An appropriate three-year tertiary qualification (at least 360 credits NQF level 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 similar financial institutions 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 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 (Sipedi, Tshivenda and Xitsonga). The applications of individuals currently residing in the Province applying for may receive preference (Limpopo and adjacent areas). A valid driver's license of at least 12 months (a copy of the license will be requested). Excellent problem-solving skills. Excellent presentation skills. Excellent communications 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. Willingness to travel. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSSA 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.

**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** : Ms Felicia Mahlaba Tel No: 012 319 1455 or Eugene Geldenhuys Tel No: (011) 883 5035

**APPLICATIONS** : It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps.

**NOTE** : Two contract positions of Customer Service Agent are currently available at Polokwane Regional office of the GPAA – 12 months contract. The purpose of the role: To provide administrative functions and to resolve queries and

complaints on first contact within the Clients Relationship Management environment.

**POST 02/44**

**CUSTOMER SERVICE AGENT – LIMPOPO REGION REF NO: CSA/THOHO/2023-01-1C**

Client Relationship Management  
(12 months contract)

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.

**SALARY  
CENTRE  
REQUIREMENTS**

: R218 064 per annum (Level 06), plus 37% in lieu of benefits  
: Thohoyandou Satellite Office  
: An appropriate three-year tertiary qualification (at least 360 credits NQF level 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 similar financial institutions 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 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 (Tshivenda and Xitsonga). The applications of individuals currently residing in the Province applying for may receive preference (Limpopo and adjacent areas). A valid driver's license of at least 12 months (a copy of the license will be requested). Excellent problem-solving skills. Excellent presentation skills. Excellent communications 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. Willingness to travel. 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.

**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**

: Ms Felicia Mahlaba Tel No: 012 319 1455 or Eugene Geldenhuys Tel No: (011) 883 5035

**APPLICATIONS**

: It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps.

**NOTE** : One contract position of Customer Service Agent is currently available at Thohoyandou Satellite office of the GPAA – 12 months contract. The purpose of the role: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.

**POST 02/45** : **CUSTOMER SERVICE AGENT – NORTH WEST REGION REF NO: CSA/MAF/2023-01-2C**  
Client Relationship Management  
(12 months contract)  
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.

**SALARY** : R218 064 per annum (Level 06), plus 37% in lieu of benefits  
**CENTRE** : Mafikeng Regional Office  
**REQUIREMENTS** : An appropriate three-year tertiary qualification (at least 360 credits NQF level 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 similar financial institutions 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 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 (Setswana). The applications of individuals currently residing in the Province applying for may receive preference (North West and adjacent areas). A valid driver's license of at least 12 months (a copy of the license will be requested). Excellent problem-solving skills. Excellent presentation skills. Excellent communications 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. Willingness to travel. 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.

**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** : Mr Mbongiseni Nkosi Tel No: 012 3992202 or Eugene Geldenhuys Tel No: (011) 883 5035

- APPLICATIONS** : It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps.
- NOTE** : Two contract positions of Customer Service Agent are currently available at Mafikeng Regional office of the GPAA – 12 months contract. The purpose of the role: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.
- POST 02/46** : **CUSTOMER SERVICE AGENT – NORTH WEST REGION REF NO: CSA/RUST/2023-01-1C**  
 Client Relationship Management  
 (12 months contract)  
 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.
- SALARY** : R218 064 per annum (Level 06), (plus 37% in lieu of benefits)
- CENTRE** : Rustenburg Satellite Office
- REQUIREMENTS** : An appropriate three-year tertiary qualification (at least 360 credits NQF level 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 similar financial institutions 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 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 (Setswana). The applications of individuals currently residing in the Province applying for may receive preference (North West and adjacent areas). A valid driver's license of at least 12 months (a copy of the license will be requested). Excellent problem-solving skills. Excellent presentation skills. Excellent communications 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. Willingness to travel. 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.
- 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** : Mr Mbongiseni Nkosi Tel No: 012 3992202 or Eugene Geldenhuys Tel No: (011) 883 5035
- APPLICATIONS** : It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps.
- NOTE** : One contract position of Customer Service Agent is currently available at Rustenburg Satellite office of the GPAA – 12 months contract. The purpose of the role: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.
- POST 02/47** : **CUSTOMER SERVICE AGENT – FREE STATE REGION**  
Client Services  
(12 months contract)  
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.
- SALARY CENTRE** : R218 064 per annum (Level 06), plus 37% in lieu of benefits  
Bloemfontein Regional Office and Phuthaditjaba Satellite Office Free State:  
CSA Bloemfontein Regional Office Ref No: CSA/BFN/2023-01-2C  
CSA Phuthaditjaba Satellite Office Ref No: CSA/PHUT/2023-01-2C
- REQUIREMENTS** : An appropriate three-year tertiary qualification (NQF 6 with at least 360 credits) 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 similar financial institutions. 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 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 (Setswana, Sesotho, Xhosa, Afrikaans). The applications of individuals currently residing in the Province applying for may receive preference (Free State and adjacent areas). A valid driver's license of at least 12 months (a copy of the license will be requested). Excellent problem-solving skills. Excellent presentation skills. Excellent communications 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. Willingness to travel. 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.
- 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** : Mr Ismael Radebe Tel No: 012 399 2299 or Eugene Geldenhuys Tel No: (011) 883 5035

**APPLICATIONS** : It is mandatory to apply on the following URL <https://affirmativeportfolios.co.za/GPAA/> with a comprehensive CV and new Z83 signed attached. Follow all steps.

**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. Four contract position of Customer Service Agent are currently available at CRM Free State Region of the GPAA – 12 months contract. Two will be stationed at Bloemfontein Regional Office and two will be stationed at Phuthaditjaba Satellite Office.

**POST 02/48** : **HR ADMINISTRATOR: LABOUR RELATIONS REF NO: ADMIN/LR/2023-01/1C**

Human Resources: Employee Relations  
(12 months contract)

The purpose of the role is to provide administrative support on Labour Relations (LR) matters within the organization.

**SALARY** : R218 064 per annum (Level 06), plus 37% in lieu of benefits

**CENTRE** : Head Office Pretoria

**REQUIREMENTS** : A recognized three year National Diploma/B Degree or equivalent three year qualification (at least 360 credits with minimum NQF6) in Labour Relations / Industrial Relations or related field with at least 18 months experience within the Labour Relations environment. Or Grade 12 with at least 3 years' experience within the Labour Relations environment. Computer literacy that includes a good working knowledge of Microsoft packages. Knowledge of Labour relations. Knowledge of Human Resources. Knowledge of Office management and filing of documents. Knowledge and understanding of Labour Relations legislation. Communication skills. Planning and Organizing skills. Ability to communicate at all levels (verbal and written). Customer orientation. Good teamwork. 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.

**DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Handle misconduct and grievance cases: Keep correct records of disciplinary and grievance cases. Ensure that all cases are recorded on the registers and PERSAL. Track submissions of documents and provide feedback to stakeholders. Liaise with stakeholders to obtain information for meetings, disciplinary and grievance hearings. Compile relevant documentation for disciplinary and grievance hearings as well as meetings. Draft memos for disciplinary, grievance hearing and meetings. Provide logistical support to Employee Relations: Arrange meetings for the Employee Relations unit. Make travel arrangements and accommodation reservations. Monitor progress and confirmation of arrangements with stakeholders. Invite stakeholders to meetings. Taking minutes at meetings and/or hearings. Liaise with supply chain management for all the procurement needed in the unit. Management of Employee Relations correspondence: Record all incoming and outgoing correspondence. Coordinate the unit activities and reporting to various stakeholders. Facilitation of training: Provide training to GPAA staff on Labour Relations matters. Prepare and distribute handouts where applicable.

- ENQUIRIES** : Ms Felicia Mahlaba Tel No: 012 319 1455. Application enquiries: Soniwe Mwamuka Tel No: 0110218982
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to [Applications@masteck.co.za](mailto:Applications@masteck.co.za) quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to provide administrative support on Labour Relations (LR) matters within the organization. One contract position of HR Administrator: Labour Relations is currently available at GPAA Head Office on a 12 months contract, based in Pretoria