

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 30 January 2026 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) only. Failure to submit the above documents will result in the application not being 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 the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. 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 submitted prior to appointment. For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/>. All shortlisted candidates, including SMS, shall undertake two pre-entry assessments. One must be a practical exercise, and the other must be an Integrity (Ethical Conduct) Assessment. Selection panels share score both technical exercises as an additional criterion in the interview process. 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

<b><u>POST 01/29</u></b>	:	<b><u>CHIEF DIRECTOR: EB OPERATIONS AND FINANCE REF NO: CHIDIRE/EB-OPS/2026/01-1P</u></b>
		Permanent
		The purpose of the role is: To ensure the provisioning of benefits payment processing for GEPP members and beneficiaries. One position of Chief Director: EB Operations and Finance is currently available at Employee Benefits Unit in GPAA. This position will be filled as a permanent position
<b><u>SALARY</u></b>	:	R1 494 900 – R1 787 328 per annum (Level 14), (all-inclusive package)
<b><u>CENTRE</u></b>	:	Pretoria Head Office
<b><u>REQUIREMENTS</u></b>	:	A relevant Degree/BTech in Finance / Business Administration / Management / Public Administration) (NQF Level 7) with 5 years' experience at senior managerial level in financial services, preferable in Employee Benefits, Pension Fund and Retirement Benefits Administration. Proven track record as a business unit lead. Computer literacy which includes a good working knowledge of Microsoft Office products (Word, Excel and PowerPoint). Knowledge of Pension Fund Regulations and rules. Knowledge of Customer relationship management (Channel management). Knowledge of compliance management. Knowledge of Benefits administration. Knowledge of financial management including budgeting and forecasting. Industry knowledge. Knowledge of relevant systems. Programme and Project management skills. Change Management skills. Service delivery innovation skills. Problem solving and analysis skills. Knowledge management. People management and empowerment skills. Strategic capability skills. Good communication skills (both verbal and written). Respect. Service excellence. Integrity. Transparency. Courtesy. Emotional Intelligence. Team Player.
<b><u>DUTIES</u></b>	:	The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Ensure the implementation of the employee benefits processing strategy for GEPP and beneficiaries: Develop, implement and monitor achievement of an effective strategic plan. Facilitate development, implementation and maintenance of Program policies, procedures, and processes, in accordance with best practice. Negotiate and monitor error management, SLA monitoring, SLA implementation and reporting. Develop an effective medium term expenditure framework (MTEF) and medium-term strategy framework (MTSF) operating strategy for the Program. Analyse Program trends and prepare management reports. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation. Oversee the provision of best practice regarding Program functions to all stakeholders. Develop a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. Assess the provision of Program support and advice to line managers to ensure that line managers are fully equipped to deal with risk related matters. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Program policies and procedures. Monitor compliance with relevant legislation throughout all Program functions. Analyse service delivery gaps, challenges and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Represent the Program at all relevant committees and forums. Proactively identify risks and mitigation thereof. Oversee the analysis of trends and forecasting. Undertake benefits financials and operations management reporting. Ensure benefits payment processing for GEPP members and beneficiaries: Facilitate the processing, validation and payments of claims. Manage the admission, maintenance and payment of special projects members. Administer payment of funeral benefits. Manage and maintain pensioner information. Ensure admission and maintenance of GEPP members & beneficiaries: Manage the admission and Exit processes of membership. Administer the maintenance and reconciliation of client information. Manage the cleansing of member and beneficiary data. Ensure management and collection of contributions for GEPP: Manage additional liabilities and purchase of service. Manage the enrolment and collection of contributions. Manage the confirmation of pensionable salary of members upon exit from service. Manage all the resources in the Program: Ensure the development and management of staff within the Program. Implement and maintain a relevant management approach to support effective business results within the Program. Develop and sustain

a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure control of budgeting and expenditure process in-line with strategic objectives and relevant legislation. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc) within the Program. Ensure projects within the Program are defined and implemented.

**ENQUIRIES  
APPLICATIONS**

- : Mapule Mahlaba Tel No: (012) 399 2639
- : It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to Recruit2@gpaa.gov.za quoting the reference number in the subject heading of the email.

**POST 01/30**

**CHIEF DIRECTOR: CLIENT RELATIONSHIP MANAGEMENT REF NO: CHIDIRE/CRM/2026/01-1P**

Permanent

The purpose of the role is: To ensure customer satisfaction and to build suitable business relationship by providing efficient and effective interface between the GEPP and NT's members, pensioners, employers and Government. This position will be filled as a permanent position

**SALARY  
CENTRE  
REQUIREMENTS**

- : R1 494 900 – R1 787 328 per annum (Level 14), (all-inclusive package)
- : Pretoria Head Office
- : Relevant Degree/BTech in Finance / Business Administration / Management / Public Administration (NQF Level 7 or equivalent qualification with 5 years' experience at senior Managerial level in financial services, preferable in Employee Benefits, Pension Fund and Retirement Benefits Administration. Proven track record as a business unit lead. Computer literacy which includes a good working knowledge of Microsoft Office products (Word, Excel and PowerPoint). Knowledge of Benefits Administration. Knowledge of Relevant Legislative Requirements and GPAA policies and procedures. Knowledge of Pension Fund Regulations and Rules. Knowledge of Industry. Knowledge of Compliance Management. Knowledge of Customer Relationship Management (Channel Management). Knowledge of Programme and Project Management. Knowledge of Relevant Systems. Service delivery innovation skills. Programme and project management skills. Strategic capability skills. Client orientation and customer focus skills. Financial Management skills. People management and empowerment skills. Knowledge management skills. Problem solving and analysis skills. Change management skills. Communication skills. Respect. Service Excellence. Integrity. Transparency. Courtesy. Emotional Intelligence. Team Player.

**DUTIES**

- : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Ensure the implementation of the Client Service Strategy: Develop and implement and monitor achievement of an effective strategic plan. Facilitate development, implementation and maintenance of Program policies, procedures, and processes, in accordance with best practice. Negotiate and monitor error management, SLA monitoring, SLA implementation and reporting. Develop an effective medium term expenditure framework (MTEF) and medium-term strategy framework (MTSF) operating strategy for the Program. Analyse Program trends and prepare management reports. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organization. Oversee the provision of best practice regarding Program functions to all stakeholders. Develop a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. Assess the provision of Program support and advice to line managers to ensure that line managers are fully equipped to deal with risk related matters. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Program policies and procedures. Monitor compliance with relevant legislation throughout all Program functions. Analyse service delivery gaps, challenges and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Represent the Program at all relevant committees and forums. Proactively identify risks and mitigation thereof. Oversee the analysis of trends and forecasting. Undertake CRM management reporting. Ensure management of Regional Employer, Client and Stakeholder interactions: Ensure fixed and mobile points of access for employers, clients and stakeholders. Build and maintain regional stakeholder relations. Manage the actioning the necessary interventions to improve service levels and

payment turnaround times. Ensure the effective resolution of queries and complaints management. Ensure the process to receive documents and verify if they are correctly filled. Ensure the process of scanning and indexing all incoming documents. Ensure outreach education on benefits administered by the GPAA. Manage client contact and ensure that a good experience is created: Ensure management of inbound and outbound call centre services for the Department. Provide a single point of contact to the employer community to enable responsive, efficient and effective service delivery by EB Operations and CRM. Ensure quality assurance of calls of agent services and provide advice and measures to improve service. Manage all the resources in the Program: Ensure the development and management of staff within the Program. Implement and maintain a relevant management approach to support effective business results within the Program. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure control of budgeting and expenditure process in-line with strategic objectives and relevant legislation. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc) within the Program. Ensure projects within the Program are defined and implemented

Alletah Mashiane on Tel No: (012) 319 1218

It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit3@gpaa.gov.za](mailto:Recruit3@gpaa.gov.za) quoting the reference number in the subject heading of the email.

#### **ENQUIRIES APPLICATIONS**

#### **POST 01/31**

**DIRECTOR: INFORMATION SECURITY MANAGEMENT REF NO:  
DIR/IS/2026/01-1P**  
Permanent

The purpose of the role is: To ensure customer satisfaction and build sustainable business relationships, by providing an effective and efficient interface between the GEPP and NTs' members, pensioners, employers and Government. One position of Chief Director: Client Relations Management currently available at Client Relations Management unit in GPAA. This position will be filled as a permanent position.

#### **SALARY CENTRE REQUIREMENTS**

R1 266 714 – R1 492 122 per annum (Level 13), (all-inclusive package)

Pretoria Head Office

A relevant Degree/BTech in Computer Science/Information Technology/ Cyber Security (NQF level 7) or equivalent qualification as recognised by SAQA with 5 years' experience at middle/senior managerial level in Performing IT management or cyber security with a strong background in incident management, risk management and security architecture. Computer literacy which includes a good working knowledge of Microsoft Office products. Knowledge of Benefits Administration. Knowledge of relevant Legislative requirements and GPAA policies and procedures. Knowledge of the industry. Knowledge of Financial management including budgeting and forecasting. Knowledge of Pension Fund regulations and rules. Compliance management. Knowledge of relevant systems. Strategic capability. Cloud and wireless security. Service frameworks, standards and technologies. Programme and project management. People management and empowerment. Risk management. Compliance frameworks and control best practices. Anti-virus, anti-spam, internet filtering and patch management tools. Intrusion detection/prevention systems. System technology security testing (vulnerability scanning and penetration testing). Documenting security architecture and plans. Respect. Service excellence. Integrity. Transparency. Courtesy. Emotional intelligence. Team player. Analytical.

#### **DUTIES**

The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Manage the implementation of the Information Security 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. Compliance and reporting in line with ISO/IEC 27001 and the applicable DPSA directive. Manage the implementation of an effective short, medium and long-term operating strategy for the Directorate. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation. Manage the provision of best practice regarding Directorate functions to all stakeholders. Manage 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. Manager quality of service provided to internal and external customers/clients/stakeholders. Manager the mitigation of identified risks. Ensure information flow to and alignment with all stakeholders to ensure effective engagement. Conduct trends analyses and forecasting. Manager the Security of Organisational information: Collaborate with relevant internal and external stakeholders to identify, monitor and manage Information Security risk proactively. Develop and manage the implementation of appropriate mitigation strategies, achieving stipulated objectives. Ensure that GPAA is appropriately protected against unforeseen events, losses, and damage, to recover Information Infrastructure where required. Conduct operational risk assessments for the Information Security department, in line with the GPAA's risk management framework, to develop and maintain adequate internal operations controls and standards. Oversee the operations of the business unit: Assess the provision of Information Security Management support and advice to line managers to ensure that line managers are fully equipped to deal with Information Security Management strategy related matters. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Information Security Management policies and procedures. Monitor compliance with relevant legislation throughout all Information Security Management functions. Manage planning of resource requirements for the organization to ensure sufficient resources are in place to meet service delivery demands. Analyse service delivery gaps and challenges, define service delivery operational measures and targets, and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Proactively ensure the identification and mitigation of risk. Establish and manage agreed budgets in consultation with the Chief Information Technology Office and Budget Office, ensuring that costs are contained based on minimum requirements for security controls. Manage, coordinate and oversee the daily operational activities of the subunit to ensure that it functions effectively and efficiently. Proactively mitigate employee relations risks. Ensure information flow to and alignment with all stakeholders to ensure effective engagement. Manage and facilitate business partnering: Assist line managers to prepare business cases and budgets for new projects relating to provision of organizational information, motivating project viability and value to the GPAA. Provide Information Security support and advice to the Technology COE with regard to relevant IT solutions or problems raised by managers. Contribute to Client meetings, demonstrating Information Security capability when required. Establish sound working relationships with various third-party service providers, monitoring achievement of agreed service levels. Manage and develop the capacity requirements plan: Perform Information Security budget and expenditure reconciliations for the Technology COE to ensure prudent financial management of the department. Assist Technology COE to develop and report on cost of Information Security per employee to optimise and manage cost of service provided. Motivate for additional financial and staff resources to meet business requirements. Assess IT infrastructure requirements so that Information Security processes and procedures run smoothly. Manage third party contracts sufficiently to ensure maximum return of benefits to the organisation. Continuously manage the improvement of processes and procedures: Track new developments in the industry, to improve the effectiveness and efficiency of the Information Security function in the GPAA. Identify areas of improvement to meet organisational needs. Formulate process and technological improvement solutions to enhance efficiencies. Work in conjunction with relevant departments to implement changes, providing and integrated service. Manage project implementation evaluating progress in terms of set objectives. Execute IS governance requirements to ensure compliance with best practices. Manage all the resources in the Directorate: Ensure 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. Ensure control of budgeting and expenditure process in line with strategic objectives and relevant legislation. Ensure the effective utilization of all resources (including IS, Assets, Infrastructure, etc.) within the Directorate.

<b><u>ENQUIRIES</u></b>	:	Felicia Mahlaba on Tel No: (012) 319 1455
<b><u>APPLICATIONS</u></b>	:	It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit1@gpaa.gov.za">Recruit1@gpaa.gov.za</a> quoting the reference number in the subject heading of the email.
<b><u>POST 01/32</u></b>	:	<b><u>DIRECTOR: INTERNAL AUDIT REF NO: DIRE/IA/2026/01-1P</u></b> Permanent The purpose of the role is: To ensure provision of the Internal Audit services for GPAA. One permanent position of a Director: Internal Audit is currently available at the Government Pensions Administration Agency in the Internal Audit section
<b><u>SALARY</u></b>	:	R1 266 714 – R1 492 122 per annum (Level 13), (all-inclusive package)
<b><u>CENTRE</u></b>	:	Pretoria Head Office
<b><u>REQUIREMENTS</u></b>	:	A relevant Degree/BTech in Internal Audit (NQF level 7) or equivalent qualification as recognized by SAQA with 5 years' experience at middle/senior managerial level performing Internal Audit functions. Experience in Financial Services, preferable in Employee Benefits, Pension Fund and Retirement Benefits Administration, will be a distinct advantage. Certification as CIA/CA/CCSA/CGAP or CISA will be an added advantage. Knowledge of Benefits Administration. Knowledge of Customer Relationship Management (Channel Management). Knowledge of relevant legislative requirements and GPAA policies and procedures. Knowledge of the industry. Knowledge of Financial Management including budgeting and forecasting. Knowledge of Pension Fund regulations and Rules. Knowledge of Compliance Management. Knowledge of relevant systems. Strategic capability skills. Service delivery innovation skills. Client orientation and customer focus. Financial Management skills. People management and empowerment skills. Programme and project management skills. Change management skills. Communication skills. Knowledge management skills. Problem solving and analysing skills. Respect. Service excellence. Integrity. Transparency. Courtesy. Emotional Intelligence. Team player.
<b><u>DUTIES</u></b>	:	The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Ensure the implementation of the Internal Audit Strategy: Develop, implement and monitor achievement of an effective business plan. Ensure the development, implementation and maintenance of division policies, procedures and processes in accordance with the best practice. Develop an effective medium- term expenditure framework (MTEF) and medium- term strategy framework (MTSF) operating strategy for the division. Contribute to the annual strategic plan. Analyse division trends and prepare management reports. Track new developments in practices to improve the effectiveness and efficiency of the division. Develop a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interests of the organisation. Assess the provision of division support and advice to line managers to ensure that line managers are fully equipped to deal with risk related matters. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of division policies and procedures. Monitor compliance with the relevant legislation throughout all division functions. Ensure the provision of accurate and current advice regarding division functions to all stakeholders. Ensure analysis of service delivery gaps and challenges, define service delivery operational measures and targets, and implement remedial strategies. Ensure quality of service provided to the internal and external customers/ clients/ stakeholders. Represent the division at all relevant committees and forums. Proactively ensure the identification and mitigation of risks. Ensure effective management of the Performance, Regularity and Financial Audit operations within GPAA: Develop and align the three-year rolling and annual plan for Performance, Regularity and Financial Audits. Provide direction and advice on Performance, Regularity and Financial Audits. Provide support services to the Audit committee. Ensure consulting and assurance audits. Ensure the submission of management reports on internal audit findings and make recommendations to the relevant stakeholders. Ensure the provision of IT& Project Audits: Develop and align the three-year rolling and annual plan for IT& Projects audits. Provide support services to the audit committee. Liaise with external auditors on the audit scope coverage. Ensure consulting audits. Ensure the submission of management reports on internal audit findings and make recommendations to the relevant stakeholders. Manage all the resources

in the division: Ensure the development and management of staff within the division. Implement and maintain a relevant management approach to support effective business results within the division. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure control of budgeting and expenditure process in- line with strategic objectives and relevant legislation. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the division

**ENQUIRIES**  
**APPLICATIONS**

- : Alletah Mashiane Tel No: (012) 319 1218
- : It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit3@gpaa.gov.za](mailto:Recruit3@gpaa.gov.za) quoting the reference number in the subject heading of the email.