ANNEXURE F

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)

The GPAA/GEPF respects personal information and adheres to the provisions of POPIA. The information contained in this email from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited. Beware of business email compromises.



APPLICATIONS	:	To apply visit: https://erecruitment.gpaa.gov.za/
CLOSING DATE	:	11 December 2026 at 12:00 pm (Midday) No late applications will be considered
NOTE	:	Effective from 19 June 2026, the GPAA now utilises an e-Recruitment System which means all applicants must login/register to apply for positions, we only accept e-Recruitment online applications. The applicant's profile on the e Recruitment is equivalent to the newly approved Z83, and it is the responsibility of applicants to ensure their profiles are fully completed or their applications will not be considered, as per the DPSA Practice Note. Certain documentation will still be required to be uploaded on the system such as copies of all qualifications including National Senior Certificate/Matric certificate, ID, etc., however these documents need not be certified at point of application, however certification will be required prior to attending the interview. 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. Please note: 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 shall score both technical exercises as an additional criterion in the interview process. It should be noted that the GPAA does not support the use of Artificial Intelligence (AI) in any of its recruitment and selection processes and will disqualify an application if it picks up the use of AI when completing assessments without acknowledging the source of information. Successful completion of the Nyukela Public Service SMS Pre-entry Programme as endorsed by the National School of Government, available as an online course on https://www.thensg.gov.za/training-course/sms-pre-entry-programme/, prior to finalisation of appointment, is a requirement for all SMS positions. All shortlisted candidates for SMS posts will be subjected to a technical exercise and interview. Following the technical exercise and interview, a maximum of three (3) SMS candidates will undergo psychometric assessments to assess cognitive capabilities, behavioural preferences, emotional intelligence, and integrity. 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 in line with the new DPSA Directive effective 01 April 2024. By submitting your application, it also means you consent to the GPAA processing your information for Human Resources Management purposes. It is the applicant's responsibility to have all their foreign qualifications (this includes O and A level certificates) evaluated by the South African Qualifications Authority (SAQA), at your own expense. Upon appointment, successful candidates will be required to sign a Performance Agreement within 3 months from date of appointment and for candidates whose appointment exceeds 12 calendar months will be appointed on probation for the period of twelve (12) calendar months excluding leave taken as prescribed by Public Service Regulation 68. The status of your application will be visible on the e-Recruitment system. However, if you have not received feedback from the GPAA within 6 months of the closing date, please regard your application as unsuccessful. The candidate must take note: 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. Note: The GPAA reserves the right not to fill the below-mentioned posts, withdraw or to put on-hold a position and/or to re-advertise a post.

OTHER POSTS

POST 43/68 : **DEPUTY DIRECTOR: POLICY AND RESEARCH REF NO: DD/P&R/2026/11-01P**
Strategic Support Services
Permanent
The purpose of this role is to lead and coordinate the development, review and implementation of the GPAA's policy and research frameworks.

SALARY : R932 292 per annum (Level 11)
CENTRE : Pretoria
REQUIREMENTS : A three-year Degree/National Diploma in in Public Policy, Political Sciences, Public Administration / Management, Law, Business Management, Development Studies or an equivalent qualification with at least 5-6 years' experience in Public Policy and Research of which 3 years is in an Assistant Director/Middle management role. Knowledge of Policy formulation, Research methodologies and Designs, Computer literacy, Project management, Corporate Governance, Ethics, Risk Management, Public service Act, Monitoring and evaluation principles. High level communication skills. Data collection and analysis. Qualitative and quantitative analysis. Policy analysis. Problem solving capability. Critical and conceptual thinking. Ability to analyse and interpret research findings. Proficiency in professional report writing. Quality assurance experience. Strategic decision-making. Analytical and innovative. Results-orientated. Ethical and accountable. Resilience and reliability under pressure. Adaptable team player with strong emotional intelligence and assertive communication skills.

DUTIES : The incumbent will be responsible for a wide variety of tasks Develop, review and implement policy framework systems. Lead and manage the development, review and implementation of the Policy on Policymaking to regulate and standardise the formulation of policies within GPAA. Develop and manage standard operating procedures for the drafting and review of policies as guided by the GPAA Policy on Policy making. Coordinate the development of new policies in accordance with the approved policymaking procedures and applicable legislative and regulatory requirements. Develop and maintain the annual policy review programme and monitor compliance with review timeframes. Coordinate policy reviews with business units and provide technical and advisory support in accordance with operational needs. Identify policy gaps, overlaps and inconsistencies and facilitate corrective action to streamline and / or rationalise as deemed appropriate. Coordinate the consultation of new and reviewed policies with relevant business units and governance structures such as the Policy Task Team and Policy Steering Committee and fulfil the Secretariat function for governance structures. Develop and maintain an accurate and up-to-date central policy repository on the relevant GPAA platforms. Provide advice on policy reform within the pensions administration environment. Develop a research agenda and protocols to establish a credible knowledge base. Continuously scan the pensions industry and government administration landscape to identify emerging trends likely to impact the GPAA. Develop and maintain a Research Agenda aligned to organisational strategic priorities, pension administration gaps / challenges and government research frameworks. Establish and maintain protocols for managing internal and external research, leveraging appropriate designs and methodologies to guide research projects. Develop and communicate evidence-based research reports and recommendations with relevant stakeholders to improve pension administration. Ensure research findings inform strategic decision making, planning, policy formulation, and reform within the GPAA. Maintain the GPAA research repository and facilitate the dissemination and utilisation of research outputs. Lead the establishment of adequate research capabilities within the GPAA. Develop and implement relevant frameworks for monitoring and reporting on policy and research activities. Develop and maintain dashboards and management reports reflecting the status of policy developments, reviews and approvals. Develop and maintain mechanisms to ensure accurate, credible and timely reporting on

research projects. Monitor compliance with approved policy and research protocols and escalate delays, risks and bottlenecks. Provide regular management information to the Director: Strategic Management and relevant governance structures. Address and coordinate the resolution of internal and external audit findings relating to the policy and research management functions. Maintain appropriate records, evidence and audit trails to support governance and assurance processes. Facilitate and coordinate stakeholder awareness and knowledge management. Ensure policies are accessible and communicated to all staff through appropriate platforms. Coordinate engagement with business units, governance structures and relevant internal and external stakeholders on policy and research matters. Facilitate internal awareness and training sessions on policies, the Policy on Policymaking and broader GPAA Research Agenda. Facilitate knowledge-sharing sessions and the dissemination of research findings. Strengthen institutional knowledge management through effective maintenance of policy and research repositories.

ENQUIRIES : Shandukani Tshiuda Tel No: (012) 319 1102
Enquiries.erecruitment@gpaa.gov.za

NOTE : One permanent position of Deputy Director: Policy and Research is currently available at the Government Pensions Administration Agency (GPAA): Strategic Support Services Unit

POST 43/69 : **DEPUTY DIRECTOR: BUSINESS RISK**
Enterprise-Wide Risk
Permanent
The purpose of this role is to promote and enhance the development and implementation of GPAA's risk management plan and oversee the day -to- day operations of the directorate

SALARY : R932 292 per annum (Level 11)
CENTRE : Pretoria
REQUIREMENTS : A three-year degree/national diploma in Risk Management, Business Management and related qualifications with a minimum of 5-6 years' experience in Business Risk/Internal Audit or relevant environment of which 3 years is in an Assistant Director/Middle management role. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of Risk management frameworks (COSO, ISO3100 and ISO22301), Knowledge of IT Management and Governance Frameworks (COBIT, PRINCE2), Knowledge of King Code on Corporate Governance, Knowledge of Risk Management Software, Knowledge of Public Finance Management Act. Public Service Regulations and Other Government prescripts, Knowledge of Treasury Regulations, Knowledge of Risk Management and Corporate Governance. Analytical skills, Business ethics, Communications skills, Presentation skills, Planning and organizational skills, Project management skills, Problem solving skills, Report writing skills, Assertive, Proactive, analytical mindset, Meticulous and detail oriented, Integrity and honesty, Ability to work under pressure, Ethical behaviour, Independent and self-motivated, Resilience

DUTIES : The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Provide risk management services to the GPAA. Provide risk training to the GPAA staff. Monitoring compliance regarding risk related matters. Co-facilitate risk awareness programmes with stakeholders. Implement risk awareness programme for the GPAA. Manage centralized risk management software. Provide advice regarding risk related matters and emerging risks. Develop and implement risk action plans for business units to manage risks effectively. Liaise with external and internal auditors. Develop risk mitigation strategies to manage risk exposure. Provide support for the Risk Champions. Manage the implementation of risk methodologies, policies, processes, and framework. Develop risk policies, terms of references, framework, and standard operating procedure. Review risk strategies in line with GPAA outcomes. 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. Monitor and support the effectiveness of the risk management committee and a risk champion forum. Identify gaps in policies and procedures and establish mechanisms to alleviate them. Comply with

legislation and adjust strategies, plans and procedures accordingly. Monitor compliance with 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. Implement risk awareness programmes for the GPAA. Manage the central risk programme. Monitor the completion of the risk register. Maintain the risk appetite framework levels to serve as alerts to management. Monitor compliance with risk management committee terms of reference. Manage, implement, and maintain enterprise risk scorecard report. Provide risk assurance on business process. Provide guidelines for business units and ensure that each business strategy incorporates risk management principles. Provide risk assurance on business processes. Proactively monitor and manage identified risks to minimize risk exposure. Ensure the undertaking of risk assessments to determine the GPAA's risk exposure. Internal and external stakeholder reporting. Provide feedback reports to relevant stakeholders and business units. Compile risk action plan monitoring reports. Draft monthly, quarterly, and annual reports to management. Generate ad-hoc reports and submit to management. Report on risk action plans monthly. Report on key risk indicators and/or performance indicators as required. Provide input to the strategic management of the section. Compile comprehensive operational plans, quarterly and annual reports. Keep abreast of changes in relevant guidelines and other legislation, to make recommendations about where risk management governance documents 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 into other areas. Manage all resources of the unit. Set, agree, and monitor performance of direct reports, ensuring alignment with operational plan targets. Allocate work according to the directorates plan. Identify development and succession planning requirements. Ensure employment equity compliance. Monitor that output is achieved against business requirements. Facilitate staff productivity and efficiency, minimizing absenteeism and turnover. Motivate staff through various mechanisms. Facilitate departmental communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per the prescripts.

ENQUIRIES : Shandukani Tshiuda Tel No: (012) 319 1102
Enquiries.erecruitment@gpaa.gov.za

NOTE : One permanent position of Deputy Director: Business Risk is currently available at the Government Pensions Administration Agency (GPAA): Enterprise-Wide Risk Unit

POST 43/70 : **SENIOR VETTING INVESTIGATOR: SECURITY MANAGEMENT REF NO: SNR/VET/INVEST/SECU/MANG/2026/11-1P**
Facilities Management
Permanent
The purpose of this role is to monitor the execution of vetting fieldwork investigations within the GPAA.

SALARY : R605 742 per annum (Level 10), (all -inclusive)
CENTRE : Pretoria
REQUIREMENTS : A relevant three-year National Diploma /bachelor's degree/B Tech or equivalent three-year qualification (at least 360 credits). Minimum of 5 years' experience in the Vetting Investigation field with 2 years supervisory/junior management experience. SSA Vetting Certificate. Valid Driver's license. Knowledge of Regulatory framework. Security Vetting Systems. Forensic principles. Interviewing & interrogation. Research & verification. Minimum Information of Security Standards (MISS). Promotion of Access to Information Act. (PAIA). Public Service Act. Protection of Personal Information Act (POPIA). Knowledge of PFMA Act. Computer skills. Driving. Communication skills. Report writing. Data analysis. Conflict Management. Planning. Insight. Organising. Ability to work under pressure. Customer Focused. Integrity 7 objectivity. Attention to Detail. Discretion & Diplomacy. Resilience. Ethical conduct. Active listening. Disciplined. Creativity. Self-Management. Teamwork.

DUTIES : The successful candidate will be responsible for the management of customer relationships in the: Region, which inter alia include but is not limited to: Conduct vetting field-work investigations: Gather relevant information. Conduct

proper analysis and quality check on the information. Compile and submit reports to management and SSA on all vetting files and report completed on a regular basis. Conduct vetting investigations in respect of secret and top secret levels. Administer files, projects and task teams dealing with matters related to vetting projects/processes: Participation in project and task teams dealing with a variety of subject area. Conduct vetting and security related research and development. Ensure that the company screening, Personnel Suitability Checks and Individual screening are conducted. Implement and manage process within the Department, including the management of files and reports by ensuring quality control and effective and efficient workflow of work done by Vetting officers and report on all work allocated. Identify skills development needs and provide training and development opportunities for Vetting Officers. Provide advice and guidance on the interpretation and application of legislation, policies and procedures. Monitor the proper utilization of equipment, stores and expenditure. Administer the departmental performance management and development system within the sub-directorate. Provide inputs for the development and implementation of policies, guidelines, norms and standards in vetting and investigations: Analyse, research and evaluate all vetting related information. Assist in the development, implementation and maintenance of investigation operating procedures. Provide advice and guidelines on the interpretation and application of legislation, policies and procedures. Manage and development of staff: Manage the performance of the unit which involves coaching, mentoring, and take corrective action where required, develop performance standards and evaluates team and individuals. Monitor staff regarding human resource such as leave, recruitment and grievances. Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan. Provide effective communication channels and systems between the department and the State Security Agency (SSA) and other related agencies: Liaise regularly with SSA, SAPS, SASS, Defence, Home Affairs and other critical stakeholders for advice, assistance and to obtain additional information. Establish and promote relationships with external stakeholders, including credit information providers, to access information.

ENQUIRIES : Felicia Mahlaba on Tel No: (012) 319 1455
Enquiries.erecruitment@gpaa.gov.za

NOTE : One permanent position of Senior Vetting Investigator is currently available at Security Management of GPAA.

POST 43/71 : **ASSISTANT DIRECTOR: PHYSICAL SECURITY Ref no: ASD/PS/2026/11-1P**
(Re-advertisement: applicants who applied previously are encouraged to re-apply)
Security Management
Permanent
The purpose of this role is to coordinate, implement, monitor and evaluate physical security services, security compliance measures, risk mitigation initiatives and security systems to ensure the protection of GPAA personnel, assets, information and facilities in accordance with applicable legislation, standards and security prescripts.

SALARY : R487 197 per annum (level 09)
CENTRE : Pretoria
REQUIREMENTS : A relevant three-year National Diploma/ Degree in Security Management, Policing, Public Administration, Safety Management, Criminology, Forensic Investigation. Coupled with 3-5 years' experience within Security Management environment with at least 2 years supervisory/ junior management experience. A driver's license. Grade "A" Registration with Private Security Industry Regulatory Authority (PSIRA). Knowledge of Access Control to Public Premises and Vehicle Act , Criminal Procedure Act , Fire Brigade Act , Occupational Health and Safety Act , Minimum Information Security Standards , Protection of Personal Information Act , Private Security Industry Regulatory Authority Act , Disaster Management Act , Public Service Act , Firearm Control Act , Minimum Physical Security Standards (MPSS) , Government Immovable Asset Management Act (GIAMA) , Security directives (NIA, SAPS, NPA) , Investigations awareness programme , Relevant and applicable security directives, legislations and regulations. Analytical Skills, investigation skills, facilitation skills, presentation skills, compliance monitoring skills, computer

literacy skills, conducting research, problem solving, risk assessment, organisation and coordination, communications, project management, conflict resolution, decision making, leadership and supervision. Objectivity, professional judgement, ethical conduct, ability to build strong network relationship, work independently, persuasiveness, reliability, attention to detail. Self-efficacy, integrity, confidentiality.

DUTIES : The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Coordinate and Monitor Physical Security Operations. Attend to physical security incidents and assess impact of incidents. Assist in investigations into security breaches and maintain incident tracking database. Implement physical security risk assessment processes such as threat and risk assessment appraisals and security audits. Analyse risk factors for new and existing facilities, identify physical security vulnerabilities and formulate remediations plans. Assist in the assessment of the impact of incidents and make recommendations. Manage the schedules for security personnel and track their attendance. Render required physical security services to related contractors/provinces and agencies. Review and report accidents that happened within the vicinity, inspect all areas for safety and fire hazard; and file reports on safety precautions. Liaise with law enforcement, security related and relevant external and internal and authorities. Monitor all unauthorised vandalism and removal of property, review and report accidents. Ensure all security related systems remain operational and taking appropriate action to quickly remedy any failures. Implement physical security and vetting policies and procedures. Ensure both physical and vetting policies are implemented. Provide employees with training on both security policies and procedures. Maintain compliance on security policies and procedures. Assist with guidance to Facilities management to develop, implement and maintain security policies, procedures, and processes, in accordance with best practice standards, frameworks and regulations. Keep abreast with new effective policies and procedures implemented in other departments. Manage Physical Security Systems and Services. Ensure availability of duty roasters for 24-hour security in the organisation. Monitor that security surveillance equipment is properly installed. Respond to equipment failures and emergencies during off hours. Maintain security related systems, including the DVR system, alarm, and access control systems for all facilities. Ensure physical security at all facilities and contacting emergency services when appropriate. Provide physical security awareness and training programmes. Assist with the physical security management reports on all projects and initiatives. Provide oversight and direction to security staff, including the scheduling of work assignments. Assists with lock and key requests and tracking. Ensure integration of all security related aspects with regards to personnel, documents, physical security, communications, computers and surveillance activities. Conduct security related tasks ensuring the safety of employees and clients. Maintain the total security function within the GPAA. Support in the development and implementation of an effective Business Plan and budget for Security to support the achievement of GPAA's strategic objectives. Assist management regarding the security implementations of executive decisions. Ensure the screening of employees and the organisation. Maintain records of security incidents. Ensure the fire safety systems throughout GPAA offices. Ensure Occupational Health and Safety procedures. Assign daily work for security staff based on assessment of fitness for specific assignments. Implementation the Minimum Information Security Standards (MISS), Minimum physical Security Standards and compliance with Control Access of Public Premises and Vehicle Act 53 of 1985. Manage and develop staff. Manage the performance of the unit which involves coaching, mentoring, and take corrective action where required, develop performance standards and evaluate team and individuals. Monitor staff regarding human resources such as leave, recruitment and grievances. Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan. Allocate work according to the individual workload, expertise and development needs of the individual. Develop maintenance team performance standards.

ENQUIRIES : Sanele Ngema Tel No: (012) 319 3501
Enquiries.erecruitment@gpaa.gov.za

NOTE : One permanent position of an Assistant Director: Physical Security is currently available at Security Management of GPAA.

POST 43/72 : **ASSISTANT DIRECTOR: MANAGEMENT INFORMATION AND ANALYTICS**
Ref NO: ASD/MIA/2026/11-1P
Strategic Support Services
Permanent
The purpose of this role is: To provide management information and analytics for informed decision making.

SALARY : R487 197 per annum (Level 09), (all inclusive)
CENTRE : Pretoria
REQUIREMENTS : A relevant three-year National Diploma/ Degree in Information Management, Data Analytics/ Science, Statistics, Economics or any other equivalent qualification. A minimum of 3 - 5 years' relevant experience within management information, data analytics or a related analytical environment coupled with at least 2 years' supervisory/junior management experience. Knowledge of management information procedures and systems. Knowledge of MIS business intelligence, oracle, SQL, PowerBI. Knowledge of statistical analysis. Knowledge of Public Service Act and Regulations, Public Service Legislation and Regulatory framework. Knowledge of management information and analytical terminology concepts and practices. Knowledge of GEPF CIVPEN and oracle. Knowledge of Microsoft Office packages. Organising and coordination skills. Critical thinking capability. Problem solving skills. Time management capability. Communication skills. Report writing skills. Monitoring and evaluation techniques. Project management. Dynamic, flexible and reliable. Business ethics (honesty and integrity). Proactive and resourceful. Team player. Professionalism.

DUTIES : Manage information and generate business intelligence. Develop, maintain and improve management information systems and reporting frameworks. Design and produce dashboards, scorecards, analytical reports and performance reports Provide support to MIA internal and external clients through statistical services to GPAA. Generate operational, tactical and strategic intelligence to support executive decision-making. Monitor organisational performance indicators and identify trends and variances. Perform predictive and trend analysis to support planning and risk mitigation. Ensure data is transformed into actionable information for management. Analyse performance gaps, irregularities, variances and emerging trends. Analyse data to generate meaningful insights and reports. Analyse large datasets from multiple systems and data sources. Conduct statistical and quantitative analysis to identify patterns, risks, opportunities and performance gaps. Develop automated reporting solutions and reporting standards. Ensure the accuracy, completeness and reliability of analytical outputs. Prepare reports for governance committees, management structures and external stakeholders. Support statistical reports based on the Oracle and other IT platforms. Manage data and information in line with governance requirements. Support implementation of data governance frameworks, standards and procedures. Promote data quality, integrity, security and compliance with organisational policies. Monitor compliance with data management policies and public sector regulations. Identify and resolve data quality issues with business units. Conduct tests to ensure that intelligence is consistent with GPAA defined requirements. Support the tracking of incoming and finalisation of requests for MIA verified data sets. Provide evidence-based analysis for performance monitoring and evaluation. Support stakeholder engagement and facilitate business requirements. Engage internal and external stakeholders regarding information requirements. Translate business requirements into analytical and reporting solutions. Provide advisory services on performance information and analytics. Conduct workshops and training on reporting tools and dashboards. Facilitate user acceptance testing and implementation of reporting solutions. Support project management with regards to MIA projects. Provide support to solve business blockages pertaining to data processes. Transfer knowledge to internal users on newly implemented business intelligence. Lead and support employees to foster effective performance and teamwork. Manage the performance of the unit which involves coaching and mentoring. Develop performance standards and evaluate teams and individuals. Ensure compliance with HR policies and performance management requirements.

ENQUIRIES : Alletah Mashiane Tel No: (012) 319 1218
Enquiries.erecruitment@gpaa.gov.za

NOTE : One position of Assistant Director: Management Information and Analytics is available at the Government Pension Administration Agency - Strategic Support Services Section

POST 43/73 : **CLIENT LIAISON OFFICER (X7 POSTS)**
Client Relationship Management
Permanent
The purpose of this role is to provide client outreach, education and engagement services to stakeholders, government employer departments and GEPF Pension Fund members within CRM

SALARY : R487 197 per annum (level 09)

CENTRE : Northern Cape (Kimberley) Ref No: CLO/CRM/KIMB/2026/11-2P
Western Cape (Cape Town) Ref No: CLO/CRM/CT/2026/11-1P
KwaZulu Natal (Pietermaritzburg) Ref No: CLO/CRM/PMB/2026/11-1P
Northwest (Mahikeng) Ref No: CLO/CRM/MAH/2026/11-1P
Mpumalanga (Nelspruit) Ref No: CLO/CRM/MP/2026/11-1P
Free State (Bloemfontein) Ref No: CLO/CRM/BLOEM/2026/11-1P

REQUIREMENTS : A relevant 3-year degree/national diploma in Public Administration, Public Management, Communications, Business Management or equivalent (at least 360 credits) 4-5 years' relevant experience in the Client Relations Management environment or Employee Befits or Pension Environment. A valid driver's license is mandatory, at least two years old (a copy will be requested to verify). Proficiency in English is a requirement and the ability to speak any of the other official languages spoken in the province where applying. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of Pension and Employee Benefits. Understanding of Pension Fund Regulations. Knowledge of Pension fund principles/Employee Benefits Administration. Knowledge of Batho Pele principles. Knowledge of Public Service Regulations. Knowledge of Data Protection and Privacy requirements. Knowledge of CRM systems. Knowledge of digital database navigation. Driving skills. Problem solving skills. Presentation skills. Customer relationship management. Communications skills (written, verbal and digital). Client and query resolutions management skills. Capturing and updating client information. Empathy and Patience. Client orientation. Ability to work independently. Integrity and confidentiality. Professionalism. Ability to be calm and courteous. Public speaking abilities. Teamwork.

DUTIES : The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Coordinate and Deliver Stakeholder outreach, education and training: Plan, coordinate and deliver approved client outreach programmes, roadshows and retirement education campaigns. Conduct workshops and training sessions for employer departments on pension administration processes and documentation requirements. Present approved pension and benefit information to members beneficiaries and employers. Evaluate outreach and education initiatives and recommend service delivery improvements. Promote new and existing GPAA services to current and prospective users through outreach and information sessions. Establish and maintain collaborative stakeholders' networks. Collect, pre-verify and process member documentation. Collect pension related documentation from employers, members and beneficiaries. Verify documentation for completeness, accuracy, compliance and quality standards. Capture verified documents and case information accurately. Barcode, link, index and store documents on approved systems. Provide feedback on incomplete or non-compliant documentation. Escalate material discrepancies and document processing risks. Manage, Investigate and resolve Client enquires: Receive, register, track and manage client enquiries through approved CRM systems. Investigate and resolve pension related enquiries, claims, medical and Injury-on-duty matters. Liaise with employer departments and stakeholder to obtain outstanding information. Maintain accurate member and case information on approved systems. Communicate case progress and outcomes to clients and stakeholders. Escalate unresolved matters with complete supporting assessments against GPAA rules, products and submission standards. Identify, record and report members data, contribution and process compliance exceptions. Monitor implementation of corrective actions and closure of findings. Maintain accurate operational records and performance statistics. Compile and submit complete weekly and monthly operational reports.

ENQUIRIES : Bontle Shabalala Tel No: (012) 319 1356

Enquiries.erecruitment@gpaa.gov.za

NOTE : Various permanent positions of Client Liaison Officers are currently available at the Government Pensions Administration Agency (GPAA): Client Relationship Management Unit

POST 43/74 : **SENIOR ADMIN SUPPORT: INTERNAL AUDIT REF NO: SAS/IA/2026/11-1P**
Internal Audit
Permanent
The purpose of this role is to provide administrative, logistical, and operational support to the Internal Audit unit.

SALARY : R413 001 per annum (Level 08)
CENTRE : Pretoria
REQUIREMENTS : A relevant 3-year National Diploma/Degree in Office Administration, Public Administration, Internal Audit, Business Management, or Management Assistant (at least 360 credits). Minimum of 3 – 5 years' experience or executive support experience within an oversight, auditing environment or risk management. Knowledge in Corporate Governance (King IV), Risk Management Processes (COSO, ISO 31000), TeamMate and Barn Owl System, Public Finance Management Act (PFMA) and Treasury Regulations, Public Service Act (PSA), Understanding of Batho Pele Principles, Awareness of basic terminology & lifecycle of an audit process. Computer Literacy, Analytical Skills, Problem-Solving Skills, Verbal and Written Communication Skills, Planning & Organizing Skills, Report Writing, Minute taking. Assertive, Proactive, Quality Driven, Problem Solver, Complete confidentiality, Ability to work Independently, High Integrity.

DUTIES : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide Internal Audit Operational Support: Maintain and coordinate the Internal Audit Unit diary and calendar of audit projects. Assist in developing internal control policies, procedures, and processes. Monitor and assure compliance with internal control functions as contained in the legislative framework and departmental policies Assist in the administration of the request of information for purpose of internal and external audit. Coordinate travel, accommodation, and shuttle arrangements for the audit team. Coordinate the affiliated bodies' membership renewals, arrange training and conference attendance for the team. Manage and maintain the unit's office supplies, and consumables/refreshments. Assist in budget managing, and monitoring, including processing invoices, and tracking expenses. Provide Secretarial and Administrative Support to the Audit & Risk Committee: Coordinate logistical arrangements for Audit and Risk Committee meetings. Compile, bind, and distribute high-volume, strictly confidential Audit and Risk Committee (ARC) packs timeously and circulates to all stakeholders before the meeting date. Take comprehensive minutes during Audit and Risk Committee meetings and draft action logs for the committee. Facilitate the payment claiming process for the Audit and Risk committee members. Engage with the AGSA regarding ARC submission, action item(s), and other related matters before the ARC meeting. Coordinate special ARC meetings as and when required. Coordinate and assist the CAE with other internal management meetings and submissions (combined assurance meetings, GEPF/GPAA EXCO submissions, etc.). Compile meeting agendas in collaboration with unit leadership. Take accurate, comprehensive meeting minutes and track the completion of action items. Management and updating of Internal Audit and Risk System: Document audit and risk information on TeamMate and on Bam Owl systems. Assist in planning, scheduling and providing end – user training on Internal Audit software/system. Capture progress notes on Bam Owl after monitoring (implementation of action plans). Print Reports from TeamMate and Bam Owl for management use. Conduct proper Document and Records Management practices: Transcribe and type written and dictated communication. Establish, maintain, and secure a centralized physical and digital filing system for all audit working papers, finalized reports, and evidence. Ensure strict data protection controls are maintained over audit files. Prepare and review submissions. Route, track and monitor incoming and outgoing correspondence and audit reports between internal auditors and audited business units. Ensure strict confidentiality protocols are met in accordance with the Public Service Act and POPIA.

ENQUIRIES : Mapule Mahlangu Tel No: (012) 399 2639
Enquiries.erecruitment@gpaa.gov.za

NOTE	:	One permanent position for Senior Admin Support: Internal Audit is currently available in the Internal Audit Unit at the Government Pensions Administration Agency – Head Office
POST 43/75	:	**ADMINISTRATOR: RISK REF NO: ADMIN/RISK/2026/11-1P** Enterprise-Wide Risk Permanent The purpose of this role is to provide effective administrative and operational support to the Risk Management function through the coordination of risk management processes, maintenance of risk information systems, monitoring of risk action plans, and facilitation of risk management activities and reporting.
SALARY	:	R280 278 per annum (Level 06)
CENTRE	:	Pretoria
REQUIREMENTS	:	Grade 12 / Senior certificate, with minimum of 1–2 years' experience in risk management, governance, compliance, internal control or related administrative environment. Knowledge of Public Finance Management Act (PFMA). Knowledge of Risk Management Framework. Knowledge of Barn Owl system. Knowledge of Public Service Act and Regulations. Knowledge of Risk Assessment Methodologies. POPIA. Knowledge of Corporate Governance Principles. Time Management Skills. Interpersonal Relations Skills. Report Writing Skills. Communication Skills. Facilitation Skills. Planning and Administration Skills. Ability to work effectively under pressure. Result Oriented. Initiative. Result Oriented. Attention to detail. Integrity and Confidentiality. Client Service Orientation. Accountability. Reliability.
DUTIES	:	The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Risk Governance Administration. Governance structure committee packs compiled and distributed. Agendas prepared. Minutes and attendance registers maintained and resolutions/ action items tracked. Risk engagement meetings scheduled and coordinated. Risk assessment workshops facilitated. Serve as first point of contact for risk champions and business units. Risk Information Administration. Risks, controls risk action plans captured on BarnOwl. Risk status updates maintained. Risk reports generated. Risk database maintained. Support evidence collection for audits and reviews. Maintain records. Risk Analysis and Monitoring process. Risk registers updated. Risk action plans monitored. Progress reports compiled. Draft risk reports prepared. Corrective actions tracked on BarnOwl.
ENQUIRIES	:	Sisipho Manzi Tel No: (012) 319 3434 Enquiries.erecruitment@gpaa.gov.za
NOTE	:	One permanent position for Administrator: Risk is currently available in the Enterprise-Wide Risk Unit at the Government Pensions Administration Agency – Head Office