

**Are you smart? Professional? Efficient?
Effective? Passionate about your work?**

The Government Pensions Administration Agency (GPAA) is a government component which reports to the Minister of Finance and administers funds and schemes on behalf of the Government Employees Pension Fund (GEPF), the largest pension fund in Africa. It thus administers the pension affairs of approximately 1,7 million government employees and those of pensioners, spouses and dependants.

To meet the needs of our changing client base, the GPAA is modernising. In order for this modernisation to be effective, we are looking to bring bright and enthusiastic professionals from all disciplines of life, who are interested in contributing towards positive change, into our fold. If this is you, please apply for the post detailed below:



BENEFITS ADMINISTRATION EXECUTIVE (BAE/2015/08-1)

PRETORIA

R1 267 806 to R1 428 186 per annum (all inclusive package)

KEY RESULT AREAS:

The key outputs for the role is to create an enabling environment to achieve the following strategic goals and objectives:

- **Formulate and implement strategic plans:** Develop an effective short, medium and long-term operating strategy for the Benefits Administration business unit. Oversee the development, implementation and maintenance of relevant policies, standard operating procedures, guidelines and processes within the ambit of benefits administration.
- **Oversee the operations of the business unit:** Oversee quality of service provided to internal and external customers/clients/ stakeholders and organised groups to improve the programme's performance. Represent the Benefits Administration unit and the GPAA at all relevant committees and forums. Analyse service delivery gaps and challenges, define service delivery measures and targets, and implement remedial strategies.
- **Oversee the effective management of Customer Relationship Management service:** Direct the management of all client/customer contact and ensure that a good client/customer experience is created through the quality of services provided by the staff in the business unit as well as the successful delivery of region specific outreach programmes. Ensure management of inbound and outbound call centre services for the GPAA.
- **Oversee the process to admit, administer and maintain member records for contributory and non-contributory benefits:** Oversee the admission and maintenance of clients' records through client information update, maintenance and reconciliation. Oversee collection of contribution revenue and monies owed by clients.
- **Oversee the processing and effective payment of benefits:** Oversee the processing, validation and payment of claims and the management of unclaimed benefits.
- **People management:** Implement and maintain a relevant management approach to support effective business results within the Benefits Administration unit. Develop and sustain a culture of high performance, professionalism and integrity to support the overall quality of service delivery.

REQUIREMENTS:

- A relevant post-graduate qualification in Management/Economics/Accounting, Operational Management, Customer Service, or related field;
- A financial qualification will be advantageous;
- At least 10 years relevant senior management experience
- A strong understanding of the pension benefit administration landscape in South Africa;
- Proven track record as a business unit head or divisional head;
- A proven track record in the financial services sector; and
- Experience in operations management or a production environment would be a distinct advantage.

KNOWLEDGE:

- Administration and management;
- Benefits administration;
- Customer service management;
- Knowledge of relevant policies, procedures and legislation governing the public sector, especially the Public Service Act (PSA), Public Finance Management Act (PFMA) and Government Employees Pension (GEP) Law;
- Financial industry knowledge; and
- Financial management including budgeting and forecasting.

COMPETENCIES

- Strategic decision making
- Influencing people and events
- Planning and managing resources
- High-level communication skills
- Initiative
- Leadership
- Collaboration
- Setting standards
- Embracing change
- Customer service orientation
- Business management
- Project management
- Delegation
- Emotional intelligence
- High degree of integrity
- Demonstrable commitment

Closing date: 21 August 2015 before 12:00 . No faxed or late applications will be considered. Should you not be contacted within three months of the closing date of this advertisement, please accept that your application was unsuccessful.

Please forward your application, quoting the reference number, to 34 Hamilton Street, Arcadia Pretoria. Avoid posting as it may delay delivery. For enquiries, please contact Jolene Jonker on 011 231 1300.

Requirements of applications: Must be submitted on form Z83, obtainable from any public service department or on the internet at <http://www.info.gov.za/documents/forms/employ.pdf> (originally signed). Must be accompanied by a comprehensive CV with original certified copies of all qualifications (including matriculation), ID and drivers license, if a prerequisite (copies of certified documents will not be accepted). Certified documents should not be older than three months. Applications that do not meet the above requirements will be deemed unsuccessful.

Candidates must agree to the following: Signing of a Declaration of Secrecy, that a thorough reference and security clearance check with regard to work performance, SA citizenship, qualifications, criminal and credit record can be done and if it is not positive, the candidate can be asked to leave the service of the department. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). The Government Pensions Administration Agency reserves the right not to fill the advertised position. 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. Correspondence will be limited to short listed candidates only. Suitable candidates will be subjected to a personnel suitability check (criminal record check, citizenship verification, financial/asset record check, qualification/study verification and previous employment verification). Successful candidates will also be subjected to security clearance processes. Where applicable, candidates will be subjected to a skills/knowledge test.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA