

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 MANAGER

Pretoria • Ref: BAE/2017/11-1P

REMUNERATION: R1 370 973 TO R1 544 406 PER ANNUM (ALL-INCLUSIVE PACKAGE)

One Benefits Administration Executive Manager (COO) position (permanent) is currently available at the Government Pensions Administration Agency.

ROLE PURPOSE:

The key focus of the Benefits Administration Executive Manager (COO) is to oversee the management of benefits administration services for the GPAA. As Benefits Administration Executive Manager (COO), the incumbent must be a dynamic professional with vision and drive to oversee the overall management of benefits administration services for the GPAA.

KEY RESULT AREAS:

Formulate and oversee the implementation of strategic plans:

- Oversee the development of an effective short, medium and long-term operating strategy for the programme.
- Oversee the development, delivery and achievement of the business plans and budget for the programme.
- Oversee the development of management effectiveness and leadership strategy.
- Align plans to meet business needs, achieving stipulated objectives.
- Oversee the development, implementation and maintenance of relevant policies, standard operating procedures, guidelines and processes, achieving compliance in line with legislation.
- Develop sound strategic relationships with relevant stakeholders to serve the interest of the business unit.
- Oversee the provision of accurate, current advice regarding benefits administration to all stakeholders.
- Oversee the application of principles of good governance and legislative compliance to the operation of the programme.
- Oversee the analyses of 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 and organised groups to improve overall the programme's performance.
- Represent the GPAA at all relevant committees and forums.
- Oversee the identification of risks and mitigation thereof.
- Oversee the analysis of trends and forecasting.

Oversee the effective management of customer relationship management services:

- Direct the management of all client contact and ensure that a good client experience is created.
- Enhance the management of relationships with GPAA customers and clients in the Regions.

Oversee the process to admit, administer and maintain client records:

- Oversee the end-to-end process of admission and maintenance of client's records.
- Oversee the end-to-end process of all collection of contribution revenue and monies owed by clients.

Oversee the processing and ensure payment of benefits:

- Oversee the processing, validation and payment of claims.
- Oversee the management of unclaimed benefits.

Oversee the processes of assessing medical applications received:

- Oversee the review of findings of medical examinations conducted to assess the merits of medical cases received.
- Oversee the process of deciding whether application should be accepted or rejected based on the results of the physical examination conducted.

Manage all the resources in the programme:

- Oversee the development and management of staff within the programme.
- Implement and maintain a relevant management approach to support effective business results within the programme.
- 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 other resources (including IS, Assets, Infrastructure, etc.) within the programme.

REQUIREMENTS:

- A relevant B Degree/B Tech qualification (NQF 7) coupled with a post-graduate qualification (NQF 8) as recognised by SAQA in Management / Economics / Finance / Operational Management / Customer Service or related field.
- At least 8 to 10 years' relevant experience at a Senior Management level.
- Proven track record as a Programme Head / Business Head.
- Experience in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage.

SKILLS, PERSONAL ATTRIBUTES AND KNOWLEDGE:

- Knowledge of benefits administration
- Knowledge of customer relationship management (channel management)
- Knowledge of relevant legislative requirements and GPAA policies and procedures
- Benefits Administration Industry knowledge
- Knowledge of Pension Fund Regulations and Rules
- Financial Management including budgeting and forecasting
- Knowledge of Compliance Management
- Strategic capability
- Service delivery innovation
- Client orientation and customer focus
- People management and empowerment
- Programme and Project management
- Change Management
- Knowledge management
- Problem solving and analysis skill
- Respect, emotional intelligence, transparency, integrity and courtesy
- Team player

NOTE: Please forward your application, quoting the relevant reference number (on application and envelope) for the attention of Ms Alletah Mashiane, at tel: (012) 319 1218, Government Pensions Administration Agency, hand deliver to: 34 Hamilton street, Arcadia, Pretoria, or post to: Private Bag X63, Pretoria, 0001, to reach us before 12h00 noon on closing date.

Closing date: 04 December 2017 at 12h00 noon. No faxed / e-mailed / late applications will be considered.

Requirements: Applications must be submitted on form Z83, obtainable on the internet at <http://www.gpaa.gov.za> (Originally signed). The relevant reference number must be quoted on all applications. Application should consist of (1) a comprehensive CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) (2) original certified copies of all qualifications (including matriculation), Identity document, valid driver's license (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Note: Copies of certified documents will not be accepted – all copies must be originally certified in the past 3 months. Failure to submit the above information will result in the application not considered and deemed a regret.

The candidate must agree to the following: Shortlisted candidates must be available for interviews at a date and time determined by GPAA. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to positive outcomes 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 shortlisted candidates. If you have not been contacted within three (3) 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 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. 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.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA