

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:



SENIOR MANAGER: PROCESS INNOVATION - BUSINESS ENABLEMENT (Ref: SM/PI/2016/06 – 1C)

**R864 177 to R1 017 972 per annum (all inclusive package) level 13: 36-month contract
PRETORIA**

The Senior Manager: Process Innovation position is currently available at the Government Pensions Administration Agency in the Business Enablement unit, responsible for effectively managing the process innovation service. This position will be filled a a 36-month contract.

KEY RESULT AREAS:

The incumbent will be responsible for effectively managing the process innovation service in the Business Enablement unit for the GPAA, executing a wide variety of tasks, which include, but are not limited to, the following:

Managing the implementation of the Process Innovation Strategy

- Monitor the implementation of the operational plan for the unit to support the achievement of the GPAA's strategic objectives
- Manage, monitor and review the unit's policies, procedures and processes, in accordance with best practice and legislation
- Manage the implementation of an effective short, medium and long-term operating strategy for the unit
- Conduct benchmarking exercises on new developments in practices to improve the effectiveness and efficiency of the organisation
- Manage the provision of best practice regarding unit functions to all stakeholders
- Manage the implementation of a management effectiveness and leadership strategy
- Engage in strategic relationships with relevant stakeholders to serve the interests of the organisation
- Monitor compliance with relevant legislation throughout all unit functions
- Analyse service delivery gaps, challenges and implement remedial action strategies
- Manage quality of service provided to internal and external customers/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 the Process Innovation Management service

- Business Architecture and Repository Management:
 - o Define the business operating model
 - o Define business process requirements
 - o Define business process rules
 - o Define process governance methodologies
 - o Define process modelling methodology
 - o Management and maintenance of the process repository
- Business Process Management (BPM):
 - o Implement and maintain the GPAA's organisational structure and roles in the repository
 - o Quality verification and assurance of process models
 - o Development and maintenance of document publication scripts (SOPs, BRSS and FSS)
 - o Develop and maintain object catalogues
 - o Provide BPM and Aris training across the organisation
- Business Process Re-engineering and Design:
 - o Assess and prioritize process improvement opportunities
 - o Define and maintain process baselines
 - o Design and model process solutions
 - o Document and publish all process documentation
 - o Process management and continuous improvement
 - o Identify process improvement opportunities
 - o Provide post implementation support
 - o Conduct process maturity assessments
 - o Attain and maintain process accreditation and certifications
 - o Monitor process efficiency and effectiveness
- Measure improvement benefits

Manage the project information/communication management

- Develop and execute communication plans to ensure effective and timely communication between Process Innovation, line management, senior management and external partners
- Provide consultation, diagnostics, planning (e.g., project proposals, work plans, business cases) and post implementation support to process owners
- Prepare independent periodic management reports (e.g. monthly reports, project milestones)
- Diagnose key issues and define problems for analysis and resolution
- Develop multiple innovative and creative solutions to present and solve operational problems

Overseeing of the operations of the business unit

- Assess the provision of Process Innovation advice to line managers to ensure that line managers are fully equipped to deal with Process Innovation strategy related matters
- Drive a culture of compliance with the GPA's line managers and staff to ensure greater awareness of Process Innovation policies and procedures
- Monitor compliance with relevant legislation throughout all Process Innovation functions
- Manage planning of resource requirements for the organisation 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 the quality of service provided to internal and external customers/clients/stakeholders
- Proactively ensure the identification and mitigation of risks
- Establish and manage agreed budgets in consultation with the General Manager: Process Innovation, ensuring that costs are contained
- Manage, co-ordinate and oversee the daily operational activities of the unit 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 all the resources in the unit

- Ensure the development and management of staff within the unit
- Implement and maintain a relevant management approach to support effective business results within the unit
- 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 unit

REQUIREMENTS

- Matric plus a B degree (B Sc/Industrial Engineering) or an equivalent three-year qualification that equals an NQF level 7 (at least 360 credits)
- A minimum of eight years' demonstrated experience in business process management and process innovation environment, of which five years should be at middle/senior management level
- Computer literacy at expert level with respect to the Microsoft Office suite of products, Access and Visio being advantageous, as well as process mapping and design, including the Aris Processing Modelling tool

COMPETENCIES

- Strategic capability
- Service delivery innovation and excellence
- Client orientation and customer focus
- Financial management
- People management and empowerment
- Programme and project management
- Change management
- Communication
- Knowledge management
- Problem solving and analysis
- Emotional intelligence
- Display and build the highest standards of ethical and moral conduct
- Team player
- Transparency
- Courtesy and respect

KNOWLEDGE

- Knowledge of Lean Manufacturing, Six Sigma tools and techniques
- Knowledge of benefits administration
- Knowledge of customer relationship management (channel management)
- Knowledge of relevant legislative requirements and the GPA's 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

PLEASE NOTE: Please forward your application, quoting the relevant reference number (on application and envelope) for the attention of Ms Mapule Mahlangu, Government Pensions Administration Agency, 34 Hamilton street, Pretoria, 0001 before 12h00 noon on the closing date. For enquiries, please contact Ms Mahlangu on tel no 012 399 2639.

Closing date: 4 July 2016 before 12h00 noon. No faxed/e-mailed or late application will be accepted.

Requirements of Applications: Must be submitted on form Z83, obtainable from any Public service Department or on the internet at www.gpaa.gov.za (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: Giving permission to be subjected to a personnel suitability check (criminal record check, citizenship verification, financial/assets record check, qualification/study verification and previous employment verification). Successful candidates may also be subjected to a skills and knowledge test, if applicable and a security clearance may be conducted. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA). GPAA reserves the right not to fill the advertised position. If you have not been contacted within three months of the closing date of this advertisement, please accept that your application was unsuccessful. Correspondence will be limited to short-listed candidates only.

It is intended to promote representivity through the filling of this post and the candidature of person whose promotion/appointment will promote representivity will receive preference.