

# 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:



## A PERMANENT POSITION IS CURRENTLY AVAILABLE AT THE GOVERNMENT PENSIONS ADMINISTRATION AGENCY AT THE HEAD OFFICE IN PRETORIA

### SENIOR MANAGER: APPLICATIONS MANAGEMENT INFORMATION AND COMMUNICATION TECHNOLOGY

**Salary: R1 005 063 to R1 183 932 per annum (all-inclusive package) - Level 13  
(Ref: SM/APP.MNG-ICT/2019/10-1P)**

**Purpose of the role:** The successful incumbent will effectively manage the applications management service and will be responsible for a wide variety of tasks which includes, but are not limited to the following:

#### KEY RESULT AREAS:

**Overseeing of operations of the business unit:** •Assess the provision of Applications Management advice to line managers to ensure that line managers are fully equipped to deal with Applications Management strategy related matters •Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of Applications Management policies and procedures •Monitor compliance with relevant legislation throughout all Applications Management 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 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 Chief Information Officer, ensuring that costs are contained •Manage, coordinate and oversee the daily operational activities of the sub unit to ensure that it functions effectively and efficiently •Proactively mitigate employee relations risk •Ensure information flow to and alignment with all stakeholders to ensure effective engagements.

**Manage the implementation of the Applications 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 •Manage the implementation of an effective short, medium and long-term operating strategy for the Directorate •Conduct benchmarks on new developments of 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 •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 engagements •Conduct trends analysis and forecasting.

**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 utilisation of all other resources (including IS, Assets, Infrastructure, etc.) within the Directorate.

**REQUIREMENTS:** •A recognised Bachelor's degree (BSc Computer Science or BCom Information Systems) (NQF Level 7) or an appropriate three-year tertiary qualification (NQF Level 7) in a similar profession as recognised by SAQA •Business Analysis; Programming; System Analysis; and Testing and Release Management qualifications will be an advantage •Minimum of eight (8) years ICT Application Management experience which includes extensive experience in outsource environments and management of an application development life cycle, of which five years should be at a middle/senior managerial level •Experience in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration will be a distinct advantage.

**COMPETENCIES:** •Knowledge of Benefits Administration •Knowledge of Customer Relationship Management (Channel Management) •Knowledge of relevant legislative requirements and GPAA policies and procedures •Industry knowledge •Knowledge of financial management, including budget and forecasting •Knowledge of Pension Fund Regulations and Rules •Knowledge of compliance management •Knowledge of relevant systems •Strategic capability •Service delivery innovation •Client orientation and customer focus •Financial management •People management and empowerment •Programme and project management •Change management •Communication •Knowledge management •Problem solving and analysis •Respect •Service excellence •Integrity •Transparency •Courtesy •Emotional intelligence •Team player.

**NOTE:** Please forward your application, quoting the relevant reference number (on application and envelope) for the attention of Ms Felicia Mahlaba on tel. 012 319 1455, Government Pensions Administration Agency, 34 Hamilton Street or Private Bag X63, Arcadia, Pretoria, 0001.

**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, a 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 short-listed 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 this post 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 utilise 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.

**CLOSING DATE: 28 OCTOBER 2019 BEFORE 12H00**

**NO LATE/E-MAILED/FAXED APPLICATIONS WILL BE CONSIDERED.**

**Note:** Employment Equity target for the post is African/Coloured or Indian female or people with disability. Candidates of the specified groups are encouraged to apply.