

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:



PERMANENT POSITIONS ARE CURRENTLY AVAILABLE AT THE GOVERNMENT PENSIONS ADMINISTRATION AGENCY AT THE REGIONAL OFFICE: EASTERN CAPE (BHISHO)

PROVINCIAL MANAGER (BRANCH MANAGER)

CUSTOMER RELATIONSHIP MANAGEMENT

Salary: R733 257 per annum (all-inclusive package) - Level 11
(Ref. MNG-PROV/EASTERN CAPE/2020/01-1PRA)

Purpose of the role: The main purpose of this position is to ensure effective and efficient pension service delivery in line with GPAA strategy in the province. The successful candidate will be responsible for the management of customer relationship in the Region, which inter alia include, but is not limited to:

KEY RESULT AREAS:

Manage effective operations within the provincial office:

- Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices
- Provide inputs and advice on policy development and ensure the effective implementation thereof
- Review and ensure effective workflow and capacity planning
- Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution
- Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers
- Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives
- Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates
- Develop and implement quality assurance and data quality strategies and actions
- Ensure the effective and uniform implementation of Standard Operating Procedures
- Submit all statistics, reports and replies timely and accurately
- Inform the Senior Manager about work progress, problems and corrective measures applied
- Manage the delays on the payment process
- Manage provincial service channels (mobile, walk-in centres, provincial email enquiries and client liaison services).

Ensure effective risk and compliance management within the provincial office:

- Manage the coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements
- Proactively develop and implement a risk management plan and report on all risk according to required format
- Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office
- Promote a corruption free environment and report any breaches
- Ensure office based auditing of procedures and proper controls
- Monitor and control compliance to audit findings
- Keep the risk register at the CRM Middle Management Forum (CRMMMF) updated
- Monitor compliance to Safety, Health, Environment, Risk and Quality (SHERQ) regulations.

Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the Province:

- Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives
- Ensure that there is effective communication and engagement between the provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives
- Ensure that various stakeholder's enquiries or complaints are directed to relevant officials for resolution
- Ensure, coordinate, support and track the resolution of various stakeholder/clients enquiries or complaints
- Increase GPAA provincial footprint through the rollout of various service channels.

Ensure successful business transformation within provincial office:

- Act as a change champion for transformation and communicate, motivate and drive change initiatives within the

- office
- Recommend and implement performance improvement initiatives
- Manage successful implementation of system and process enhancements, updates and amendments within the office
- Provide administrative support at outreach initiatives
- Plan and monitor administration for outreach initiatives.

Provide input to the strategic management of the section:

- Compile comprehensive operational plans, quarterly and annual reports
- Keep abreast with changes in relevant guidelines and other legislation to make recommendations where policies and procedures 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 to other areas.

Section management:

- Manage the performance of direct and indirect reports in accordance with the GPAA performance management policy and procedure
- Identify training and development needs, implementing plans to address requirements as appropriate
- Manage discipline and absenteeism in accordance with organisational codes and procedures
- Facilitate communication through appropriate structures and systems
- Manage compliance with agreed budgets in consultation with the Senior Manager, ensuring that costs are contained
- Participate in management forums within GPAA, contributing expertise to enable sound decision making
- Provide detailed and accurate information for internal and external audit purposes and action audit issues identified
- Implement controls within the section which minimise potential risk to stakeholders
- Ensure the effective utilisation of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

REQUIREMENTS AND EXPERIENCE:

- A recognised three-year Bachelor's degree or equivalent three-year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of Customer Service Management, of which three (3) years experience must have been in a managerial role
- Exposure in stakeholder management within the public sector/Employee Benefits/Medical Aid environments may receive preference
- A valid driver's licence is mandatory, at least two years old (a certified copy must be attached to the application)
- Proficiency in English is a requirement and the ability to speak any of the other official languages in the province would be an advantage
- Geographical knowledge of the province for which application is made will be an added advantage
- Excellent customer relations experience
- Applications of individuals currently residing in Eastern Cape may receive preference.

KNOWLEDGE AND COMPETENCIES:

- Knowledge of GEPF Services and Products
- Knowledge of Employee Benefits
- Knowledge of Client Relation Management
- Knowledge of relevant legislation
- Geographical knowledge of the Province (Region)
- Knowledge of two indigenous languages spoken in the Region
- Good problem solving skills
- Good communication skills, both written and verbal
- Good organisational skills
- Supervisory/management skills
- Customer orientated
- Ability to communicate at all levels
- Ability to build strong network relationships
- Ability to work in a team
- Outgoing personality
- Driving ability
- Presentation skills
- Analytical skills.

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) certified copies of all qualifications (including matriculation), Identity document, valid driver's licence (where driving/travelling is an inherent requirement of the job) and proof of citizenship if not RSA Citizen. Note: All copies must be originally certified within the past 6 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 shortlisted 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 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 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: 03 FEBRUARY 2020 BEFORE 12H00

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