

GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



CLOSING DATE
NOTE

: 04 November 2022 before 12h00 noon No late applications will be considered.
 : Take Note Of The Disclaimer Mentioned On Each Advert. It is mandatory that applications which consist of a signed Z83 and comprehensive CV be emailed to the respective email addresses indicated on each advert. Ensure that you use the correct inbox/email. Applications send to the incorrect inbox will be deemed a regret. Ensure to sign your Z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A Z83 not signed will be deemed a regret. From 1 January 2021, a new application for employment (Z83) form will be effective and if the old Z83 is used, it will be deemed a regret. Should an individual wish to apply for a post after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za-vacancies or <http://www.gpaa.gov.za> Requirements: Applications must be submitted on the new form Z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed CV (specifying all experience and duties, indicating the respective dates MM/YY as well as indicating references with full contact details) and (b) a duly completed Z83 only (refer to Circular No 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: Shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the GPAA. Note that certain information contained in the application (CV and Z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome 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 six (6) 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 applications on 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. One of the minimum requirements for SMS is the pre-entry certificate. For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> 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 and annual performance agreement and will be required to undergo a security clearance.

OTHER POSTS

POST 40/47 : **DEPUTY DIRECTOR: PROJECT MANAGEMENT OFFICE REF NO: PM/PMO/2022/10-1PRA (X1 POST)**
Management Support

SALARY : R744 255 per annum (Level 11), (all-inclusive package)
CENTRE : Pretoria Head Office
REQUIREMENTS : Recognized three-year Bachelor's Degree/National Diploma or equivalent three year qualification (at least 360 credits, NQF 6) in Project Management or related field. Six (6) year's appropriate proven experience in Project Management of which three (3) years was in a managerial role. Exposure and experience gained within ICT project management will receive preference. Exposure to Business Analysis and Business Process Optimization/Management will serve as an advantage. Project Management certification will be an added advantage. Advanced knowledge of PMO and Public Service Legislative Framework. Advanced Knowledge of Business Analysis and Business Process Optimization/Management. Knowledge of Programme Administration and Management. Knowledge of Customer Service Principles. Knowledge of Law and Associated Mechanisms. Knowledge of Relevant Legal Requirements particularly BCEA and GPAA policies and procedures including Public Service Act. High level communication skills. Programme Management skills. Strategic decision making skills. Leadership skills. Team collaboration. Ability to delegate. Initiative. Emotional intelligence. Ethics and Integrity. Ability to see the Big Picture. Demonstrable commitment. Customer Service orientation. Structured approach. Computer literacy. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES : The successful incumbent will facilitate and manage project planning within GPAA, which includes the following but not limited to: Provide advisory capacity to management: Advise management on the appropriate application of relevant project requirements on any existing or new projects. Take full accountability for the project within the PMO space. Leverages detailed knowledge and understanding of projects including industry governance structures affecting GPAA. Demonstrate project management expertise through management of medium to large projects of varying complexity. Set context, assign, monitor work and drive GPAA projects. Develop project scope, define deliverables, obtain consensus and manage stakeholder expectations. Manage change requests and control scope through effective execution of plan. Effectively deploy physical, financial and human resources. Ensure project deliverable creation, review, approval and distribution. Resolve complex issues and conflicts; escalate appropriately as required. Ensure project outcomes are accepted; measure and analyse stakeholder perceptions; facilitate validation of business benefit assessment. Formally close project and release team resources. Manage discipline and absenteeism in accordance with organizational codes and procedures. Manage compliance with agreed Project budgets in consultation with the Senior Manager, ensuring that costs are contained. Compile reports and action project findings: Review project reports and prepare review notes. Record outstanding project issues in a closed out report. Ensure that outstanding project issues are resolved after closed out. Conduct quality assurance reviews across project teams to ensure that all work conducted is up to established project management standards. Formulate compliance reports' recommendations to management in order to raise the awareness of project risks and breakdowns in the internal control environment. Compile accurate, concise reports as requested meeting agreed deadlines. Provide governance oversight of project management ensuring it is within expressed risk tolerances aligned to strategic, business and financial objectives. Track all project activities against the plan, providing regular and

accurate reports to stakeholders, as appropriate and manages stakeholder expectations. Stakeholder management and communication: Central access point to key project documents, presentations, and assessments. Develop and implement plans for use of collaborative team communication solutions. Serves as a central point of contact between GPAA and various internal and external stakeholders. Represent the GPAA within various PMO forums and participate in reviews and presentation to management. Work directly with key stakeholders to analyse requests and constructively provide feedback that meets requirements while leveraging communications core competencies. Understand the technical aspects of corporate stakeholder relations and best practices. Report and identify areas that need guidance in order to resolve moderately simple stakeholder relations issues. Act as the first point of contact, for all stakeholder relations enquiries. Build and maintain key relationships with stakeholders, to ensure establishment of a culture of engagement while creating and adding value. Networking across the different government departments with key stakeholders to stay abreast of latest stakeholder trends. 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. Facilitate project management life cycle planning and ensure GPAA maintains long-term development focus. Manage all resources of the unit: 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. Facilitate communication through appropriate structures and systems. Participate in management forums within GPAA, contributing expertise to enable sound decision making. Provide detailed, accurate information for internal and external audit purposes and action audit issues identified. Implement controls within the business unit, which minimize potential risk to stakeholders.

- ENQUIRIES** : Nthabiseng Mosimanyana on Tel No: 012 319 1324. Application enquiries: URS Response Handling, Tel No: 012 811 1900
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to gpa25@ursonline.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to facilitate and manage project planning within GPAA. A permanent Project Manager Position is currently available at the Government Pensions Administration Agency: Management Support - Project Management Office based at Head Office Pretoria.
- POST 40/48** : **APPLICATIONS DEVELOPER REF NO: APPDEV/2022/10-1P (X1 POST)**
Information and Communication Technology
The purpose of the role is to create user information solutions by developing, implementing and maintaining ICT application systems, components and interfaces.
- SALARY CENTRE REQUIREMENTS** : R744 255 - R876 705 per annum (Level 11), (all-inclusive package)
: Pretoria Head Office
: An appropriate recognized National Diploma/ Bachelor's Degree in Information Technology or BSC (Computer Science); B Com (Information Systems) or similar three-year professional qualification (at least 360 credits) with a minimum of five (5) years (ideally six (6) years) proven appropriate experience in Application Services and Software Development. Relevant experience in Management of Application Development Life Cycle will serve as an advantage. Expertise on Java; J2EE, Idea IntelliJ Ultimate and JetBrains essential tools, Oracle Database, DevOps, SDLC and change management software. Expertise on different Java based and Orientated development studios and platforms. Understanding of Mobile solutions development and other mobile application development platforms such as Flutter, Android Studio and etc. Knowledge of Business Applications support services in an outsourced environment including escalations and root-cause analysis and Software Architecture. Knowledge of Business Applications fit on business continuity requirements with a specific focus on security and disaster recovery.

High Level of Communication skills both written and verbal. Teamwork. Collaboration skills. Initiative. Emotional Intelligence. Integrity. Ability to see the big picture. Customer service orientation. Structured approach. Demonstrable commitment. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES

: The focus of this role will be Business Application Development. Manage the provision of Application Management services to the organization: Ensure task activities are managed daily with estimates and deadlines. Plan delivery commitment such that deliverables does not unnecessarily move between releases. Ensure no delays accrue due to misunderstanding of requirements. Ensure quality control over output of the team by ensuring policies and procedures are followed. Provide technical assistance, guidance and advise to the team. Ensure the team are regularly informed about management decisions or changes in the work environment. Adhere to Application Development, Support, Maintenance and Adaptation Strategies and Policies. Recommend best practice configurations (Application & Database). Ensure Architectural standards are adhered to. Manage potential Application Management risks. Identify production problems (network, application, database, connectivity, performance problems) with proposed solutions with follow up of execution of approach; Check that all Applications Management Audit Report queries are addressed to eliminate or mitigate the associated risks and raise risks with management early. Implement Application Development, Support, Maintenance and Adaptation of new Applications: Meet or exceed internal and external (customer) expectations based on delivery. Implement development objectives by analysing user requirements; envisioning system features and functionality. Design and develop user interfaces to internet/intranet applications by setting expectations and feature priorities, throughout the development life cycles. Complete application development by coordinating requirements, schedules, and activities. Enhance the quality of applications by improving the design or tuning for performance. Participate in the Code Review process and action the outcomes of the code review. Deliver code timeously to the test environment. Support, troubleshoot and resolve development and production problems across multiple environments and operating platforms. Integrate applications by designing effective integration architecture, studying and establishing connectivity with network systems and information servers. Support users by developing documentation and assistance tools and ensures operation by training internal client personnel, providing support. Plan capacity requirements: Compile monthly reports on performance, costs, functionality and quality of Application Management services for Senior management and GPAA management. Assess IT infrastructure requirements so that Application Management processes and procedures run smoothly and plan execution of work (estimate resourcing needs and duration for new/ existing requirements - project plan with dependencies). Facilitate business partnering: Enhance organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Provide Application Management support and advice to the Senior Management with regards to the relevant applications resolutions to problems raised by managers and contribute to Client meeting, demonstrating Application Management capability when required. Provide input to the strategic management of the section: Assist to compile comprehensive operational plans, quarterly and annual reports. Keep abreast with changes in the relevant guidelines and other legislations, 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

		and track new developments in the industry, to improve effectiveness and efficiency of the Applications Management functions in the GPAA.
<u>ENQUIRIES</u>	:	Masego Tshetlo on Tel No: 010 449 5681
<u>APPLICATIONS</u>	:	It is mandatory to email your application (comprehensive CV and new Z83 signed) to https://applybe.com/gjiima/search/results/ quoting the reference number in the subject heading of the email.
<u>NOTE</u>	:	The purpose of the role is to create user information solutions by developing, implementing and maintaining ICT application systems, components and interfaces. The focus of this role will be Business Application Development. A permanent position of Applications Developer is currently available at the ICT section of the GPAA based in Pretoria.
<u>POST 40/49</u>	:	<u>BUSINESS INTELLIGENCE DEVELOPER REF NO: BIDEV/ICT/2022/10-1P</u> Information and Communication Technology The purpose of the role is to produce financial and market intelligence by querying data sources and generating periodic reports for GPAA.
<u>SALARY</u>	:	R744 255 - R876 705 per annum (Level 11), (all-inclusive package)
<u>CENTRE</u>	:	Head Office Pretoria
<u>REQUIREMENTS</u>	:	An appropriate recognized National Diploma/ Bachelor's Degree in Information Technology or BSC (Computer Science) or Business Intelligence; B Com (Information Systems) or similar professional qualification (at least 360 credits) with at least five (5) years (ideally six (6) years) proven appropriate experience in Application Services or ICT hardware and software or ICT field. Relevant experience in Management of Application Development Life Cycle will serve as an advantage. Knowledge of Project administration and management. Knowledge of Computerised systems. Knowledge of SDLC. Knowledge of Data Warehousing design. Knowledge of OBIEE. Knowledge of ODI. Knowledge of PL/SQL. High level of communication skills. Collaboration skills. Troubleshooting. Initiative. Emotional Intelligence. Integrity. Customer service orientation. Demonstrable commitment. Structured approach. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.
<u>DUTIES</u>	:	Ensure Business Intelligence Analysis within the unit: Define BI reports at both operational and corporate level. Analyze trends and advise business on appropriate course of action. Conduct or coordinate tests to ensure that Intelligence is consistent with defined needs. Identify potential problems within operational processes to influence improvement efforts. Ensure usability of all reports developed within the GPAA. Analyse processes and identify critical performance measurement points. Translate BI requirements into technical and functional requirements. Write SQL codes and perform Data Modelling. Produce conceptual, logical & physical data models. Perform source to target data mapping. Translate business rules into ODI mappings. Synthesize current Business Intelligence or trend data to support recommendations for action. Liaise with DBAs in planning, designing, developing and enhancing source data. Assist in activities pertaining to reporting and analytics. Participate in planning for future-growth scaling and capacity planning for BI and the Data warehouse. Implement BPM Methodologies and Standards: Participating in the development, maintenance and implementation of guiding methodologies and standards. Support adherence to BPM methods and standards i.e. quality management. Maintain or update business intelligence tools, database, dashboards, systems or methods. Implement BI, MIS & Data Management practices, norms and standards: Develop or provide input on business intelligence best practice in executing tasks. Assist in the development of a world class information management competency within the GPAA. Provide modelling support to the business to enable accurate future planning decisions to be made. Provide Stakeholder Management: Engage with all stakeholders in meetings, JAD sessions and workshops. Engage with stakeholders to address needs and issues. Ensure high level of customer service across all

interactions and deliverables. Monitor and train internal users on newly implemented business processes or quality frameworks and standards or to heighten awareness of process. Manage stakeholder relationships and expectations.

ENQUIRIES : Masego Tshetlo on Tel No: 010 449 5681
APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to <https://applybe.com/gijima/search/results/> quoting the reference number in the subject heading of the email.

NOTE : The purpose of the role is to produce financial and market intelligence by querying data sources and generating periodic reports for GPAA. Two permanent positions of Business Intelligence Developer are currently available at the ICT section of the GPAA.

POST 40/50 : **DEPUTY DIRECTOR: MANAGEMENT INFORMATION AND ANALYTICS**
REF NO: DD/MIA/2022/10-1P (X1 POST)

Strategic Management

The purpose of the role is to provide adequate management information and analysis that will inform the evolving strategy of the GPAA.

SALARY : R744 255 per annum (Level 11), (all-inclusive package)
CENTRE : Pretoria (Head-Office)

REQUIREMENTS : A three-year National Diploma/B Degree/B Tech or equivalent three-year qualification in Information Management / Statistics / Economics / Mathematics or related field (at least 360 credits). A minimum of five (5) years' experience (ideally six years) in the Information Management field combined with experience in Analytics, Business Intelligence, Monitoring & Evaluation of which should include at least three (3) years' managerial/supervisory experience. Computer literacy that would include a good working knowledge of Microsoft Office products. Candidates with Oracle BI experience will serve as an advantage. Knowledge of Management information procedures and systems. Knowledge of MIS Business Intelligence Oracle, SQL. Knowledge on Dashboard and automated reporting. Knowledge of Public Service Regulatory Framework. Knowledge of Statistical analysis. Knowledge of Management of information and analytics terminology, concepts and practices. Knowledge of Pension Fund Legislation. Build GEPF, CIVPEN and Oracle Knowledge. Build economic information on the pension environment. Financial and technical report writing skills. High-level problem-solving techniques. People management and empowerment skills. Presentation skills. Customer relationship management skills. Monitoring and Evaluation techniques. Project Management. Analytical thinking. Attention to detail. Honesty and integrity. Customer focus. Team player. Professionalism. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES : Effective management of Information and Analytic processes and procedures: Provide Business Intelligence support to the Director: Strategic Management and other GPAA managers. Develop and manage the implementation of the management information system (OBIEE) on behalf of the Director: Strategic Management. Render Management Information and Analytics internal and external client statistical services to GPAA business units and GPAA management and stakeholders. Build Oracle and other Dashboards. Automated Oracle BI reports. Data Analytics. Project management support with regards to MIA projects. Provide statistical reports on the various IT platforms. To develop, implement, review and maintain the MIA policy. Manage the quality of the MIA reports, services rendered through spot checks and detailed quality assurance. Weekly and monthly tracking of the progress of MIA business projects / business tasks towards successful completion. Assist in solving business blockages pertaining to business tasks. Provide Business Intelligence Analysis: Define MIA reports at both operational and corporate level. Analyze trends and advise business on appropriate course of action. Translate Business Units statistical requirements into practical solutions. Interpret current GPAA Business Intelligence (BI) with trend data to advise

recommendations for action. Liaise with BI and Business Analysts (BA) in planning, designing, developing, and enhancing GPAA Business Intelligence. Assist in activities pertaining to reporting and analytics. Assist in the reporting on new trends in the pension environment to GPAA management. Manage stakeholder relationships and expectations: Engage with GPAA stakeholders in meetings, sessions and workshops on statistical analysis for the GPAA. Engage with GPAA stakeholders to address statistical and analytical requirements. Ensures high quality customer service across all interactions and deliverables for the MIA Business Unit. Assist in the transfer of knowledge to internal users on newly implemented Business Intelligence. Tracking of incoming and finalisation of requests for MIA reports. Management of the Business Unit: Manage and develop the MIA staff. Manage and supervise the administrative processes and deadlines of the Business Unit. Manage the financial and procurement processes of the Business Unit. Manage the budget of the Business Unit. Compile Operational plan for the Business Unit. To manage performance, monitoring and evaluation of the Business Unit. Allocate work according to the individual workload, expertise and development needs of the staff. Motivate staff through the implementation of a reward system. Facilitate the organisational communications through appropriate structures and systems.

- ENQUIRIES** : Ismael Radebe on Tel No: 012 399 2299. Application Enquiries: Masego Tshetlo on Tel No: 010 449 5681.
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to <https://applybe.com/gijima/search/results/> quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to provide adequate management information and analysis that will inform the evolving strategy of the GPAA. One permanent position for Deputy Director: Management Information and Analytics is currently available at GPAA: Head Office.
- POST 40/51** : **DEPUTY DIRECTOR: QUALITY ASSURANCE AND TRAINING (CONTACT CENTRE MANAGEMENT) REF NO: DD/QA-T/2022/10-1P (X1 POST)**
Client Relationship Management
The purpose of the role is to manage, coordinate and oversee call centre quality assurance and coaching services within GPAA.
- SALARY CENTRE REQUIREMENTS** : R744 255 per annum (Level 11), (all-inclusive package)
: Pretoria Head Office Based At Trevenna
: An appropriate three- year National Diploma/B Degree/B Tech (at least 360 credits) with six (6) years' appropriate experience in the Call Centre/Customer enquiry services environment with three (3) years in a managerial role. Candidates with solid Quality Assurance experience within a Contact Centre may receive preference. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Experience and knowledge of any/combination of the following systems may serve as an advantage: CIVPEN, PORTAL, PEKWA, CIC call centre system. Knowledge of Employee Benefits industry. Knowledge of GEPF services and products. Knowledge of GEPF systems and service delivery applications. Knowledge of Client Relation Management. Knowledge of relevant legislation. Knowledge of Customer Service Management. Knowledge of Stakeholder management. Good problem solving skills. Good communication skills both written and verbal. Good organizational skills. Supervisory/management skills. Presentation skills. Reporting skills. Analytical skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Ensure Quality assessment of the Call Centre Agent's calls and provide advice on measures to improve services: Conduct daily quality checks of telephonic transactions recorded on the CISCO

voice logger- specialist. Ensure that weekly and monthly statistical and performance reports are submitted. Evaluate six (6) calls per agent per month (side by side and remote calls) specialist screen calls and determine the trends that impact on call centre operations. Identify areas of improvement and make recommendations. Regular interdepartmental interpretation. Ensure that customer satisfaction surveys are conducted, retrieve and provide systematic call centre reports: Collate and consolidate report on customer satisfaction. Analyse completed survey forms on a weekly and monthly basis. Draw system reports on a daily, weekly and monthly basis. Analyse the reports and investigate the discrepancies. Provide the reports to all the senior managers. Monitor and maintain call centre systems: Continuously review effectiveness of workflow system. Daily inspection on systems to ensure that all servers are running effectively (Data and Voice). Log call to suppliers for faulty systems. Check service level agreement to ensure adherence and keep detailed records. Update information on the system by adding or deleting agent's information. Continuously improve the work processes and play a role in moving the E-commerce. Manage the coaching of all call centre agents: Guide and coach QA Specialist to solve problems on their own. Effective development and follow ups on the assessment of staff within the call centre. Continuously reviewing appropriateness of performance targets. Facilitate coaching sessions as and when required. Ensure that disputes between the agents and supervisors are resolved. Ensure that rules of the Fund are accurately applied and changes to rules and benefits are applied. Develop and implement contact center quality assurance strategy: In conjunction with the senior manager, develop and implement GPAA contact centre quality assurance strategy that meets organizational objectives and aligns with GPAA's overall strategy. Measure the effectiveness of call centre quality assurance on an ongoing basis and make recommendations to review and amend the strategy appropriately. Report back to the senior manager and other key internal stakeholders at regular intervals to ensure that strategy is fit for purpose. Identify deficiencies in policy framework, procedural guidelines and work processes within the contact centre QA business unit. Design, implement and maintain effective quality assurance control systems to ensure compliance to policy and procedures on a continuous basis. Manage all resources in the unit: Set, agree and monitor performance of direct reports, check that it is aligned with planned targets. Allocate work according to the individual workload, expertise and development needs of the individual. Identify development and succession planning requirements. Ensure employment equity compliance. Monitor that outputs achieve business requirements. Facilitate staff productivity and effectiveness, minimizing absenteeism and turnover. Motivate staff through the implementation of various reward mechanisms. Facilitate departmental communication through appropriate structures and systems. Manage the budget of the unit and monitor expenditure patterns as per the prescripts.

- ENQUIRIES** : Mapule Mahlangu on 012 399 2639. Application enquiries: Mpho Ngubane on 011 884 8010
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to applicationsgpaa@afrikan.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to manage, coordinate and oversee call centre quality assurance and coaching services within GPAA. One permanent role of DD: Quality Assurance and Training is currently available at the Government Pensions Administration Agency: CRM based at Head Office Pretoria (Trevenna).
- POST 40/52** : **ASSISTANT DIRECTOR: PENSIONER MAINTENANCE PAYMENTS & ADMINISTRATIVE SUPPORT REF NO: ASD/PM/2022/10-1P/4RA (X1 POST)**
Employee Operations
- SALARY CENTRE REQUIREMENTS** : R477 090 per annum (Level 10), (all-inclusive package)
: Pretoria (Head-Office)
: An appropriate and recognized Bachelor 's Degree/ three-year National Diploma/B Tech or equivalent three- year qualification (NQF 6 with at least 360 credits). Coupled with a minimum of five (5) years' experience in an Employee Benefits environment which should include two (2) years supervisory experience; Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word; Knowledge

of the Benefits payable in a Pensioner Maintenance environment will serve as an added advantage; Working knowledge of CIVPEN, Workflow and Pekwa will serve as an advantage. Knowledge of Employee Benefits. Knowledge of applicable legislation within GEPF. Working knowledge and experience in the GEP Law 1996. Knowledge of GEPF products and services. Knowledge of Public Service Prescripts and Legislation. Knowledge of Civil Pension Software (CIVPEN), Workflow and Pekwa. Knowledge of Ethical and Fraud awareness. Knowledge of Financial Management. Managerial and leadership skills. Planning and organizing. Communication skills – both verbal and written. Decision making and problem-solving skills. Presentation skills. Accuracy, thoroughness and ability to detect errors. Ability to prioritize and meet deadlines. Good working interpersonal skills. Customer service orientation. Persuasiveness and flexibility. Ethical business conduct and adhering to business ethics. Ability to work under pressure. Ability to delegate. Accountability. Ability to establish controls and monitor tasks.

DUTIES

: The purpose of the role is: to ensure the implementation of all Pensioner Maintenance processes and payment of pension benefits within the EB Operations: Pensioner Maintenance. The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Monitor the Administrative Control within the unit: Ensure the timeous and accurate processing and authorization of Pension claims including the administration of Death Benefit payments. Assist in the identification of service delivery gaps and challenges within EB Pensioner Maintenance and broader EB environment and implement effective business solutions. Implement and maintain an effective system of internal controls, control environment and delegation of authority. Assist in the compilation and presentation of service delivery performance reports/progress for Senior Management. Develop and Review EB operations processes and systems: Implement the Operational Business Plan for EB Pensioner Maintenance to support and achieve the strategic objectives of EB. Ensure operational compliance with applicable legislation, statutes, policies and rules to ensure that the GEPF and National Treasury is not exposed to any risk or non-compliance. Conduct analysis on policies and make recommendations. Develop a sound knowledge and ability to utilize systems used within the Pensioner Maintenance unit. Improve business relationships with Employers and other stakeholders by eliminating old cases on hand. Compile monthly status report to stakeholders. Assist in compiling presentations and training manuals before going to workshops with the Employers and other stakeholders. Management and development of staff: Manage the performance of the unit which involves coaching, mentoring and taking corrective action where required. Develop performance standards and evaluates team and individuals. Monitor staff regarding human resource aspects such as leave, recruitment and grievances. Compile the work plans for the unit including the consolidation of the operational plans into the directorate's overall work plan.

ENQUIRIES APPLICATIONS

: Felicia Mahlaba on Tel No: 012 319 1455
 : It is mandatory to email your application (comprehensive CV and new Z83 signed) to Recruit1@gpaa.gov.za quoting the reference number in the subject heading of the email.

NOTE

: The purpose of the post is to ensure the implementation of all Pensioner Maintenance processes and payment of pension benefits within the EB Operations: Pensioner Maintenance. A permanent position of Assistant Director: Pensioner Maintenance is currently available at the EB Operations Unit of the GPAA based in Pretoria Head Office.

POST 40/53

: **ASSISTANT DIRECTOR: RESEARCHER: CORPORATE MONITORING AND EVALUATION REF NO: ASD/RESEARCH/CM&E/2022/10-1P (X1 POST)**
 Corporate Monitoring and Evaluation
 The purpose of the role is: To provide research support to programmes within the Corporate Monitoring and Evaluation units for GPAA.

SALARY CENTRE REQUIREMENTS

: R382 245 per annum (Level 09), (basic salary)
 : Head Office Pretoria
 : A recognized Bachelor's Degree/National Diploma/B Tech or equivalent three year qualification (minimum NQF 6 with at least 360 credits) coupled with four (4) years' experience in a Monitoring and Evaluation and/or Research environment. Computer literacy that would include a good working knowledge

of Microsoft Office products, especially Microsoft Excel and Word; Knowledge of Monitoring and Evaluation processes. Knowledge of Governmental Guidelines on Monitoring and Evaluation. Knowledge of Statistical Analysis. Knowledge of Strategic Planning. Knowledge of Public Services Regulatory Frameworks. Analytical skills. Financial skills. Problem solving skills. Communication skills (verbal and written) and the ability to communicate at all levels. Customer oriented. Ability to build strong network relationships. Ability to work in a team. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

- DUTIES** : The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Conduct Evaluation studies: Conduct needs analysis to identify research needs. Work with team members to identify project goals, research methods, variables and other parameters of the research study. Conduct internal and external research studies. Develop and present the concept note or proposal for the research study. Present the concept note or proposal to the clients and internal research team members. Development of data collection tools. Conduct research studies using various methodologies and sources. Report research project progress to Manager or other relevant stakeholders. Conduct data collection, collation, capturing, cleaning, analysis and report production. Conduct data analysis using various statistical methods. Provide support in executing research studies at Regional and Satellite Offices. Communication of Research activities: Assist in Marketing Research function through different medium of communication. Provide research studies feedback to internal and external stakeholders. Assist in the development and updating of the Research reports repository. Produce and publish articles for conducted research studies in the GPAA communication media and other research platforms. Provide support in generating research reports. Assist with other ad hoc activities when required. Document lessons learnt: Collect data for documenting lessons learnt. Assist in compiling lessons learnt reports. Dissemination of lessons learnt reports to internal and external stakeholders.
- ENQUIRIES** : Ismael Radebe on Tel No: 012 399 2299. Application Enquiries: Koena Tibane on Tel No: 011 941 1953.
- APPLICATIONS** : It is mandatory to email your application with the relevant supporting documentation to Recruit4@phakipersonnel.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is to provide research support to programmes within the Corporate Monitoring and Evaluation units for GPAA. One permanent position for Assistant Director: Researcher in the CM&E Business Unit is currently available at the Government Pensions Administration Agency – Head Office
- POST 40/54** : **OFFICE MANAGER: CRM REF NO: OS/WC/2022/06–1P/10 – 1PRA) (X1 POST)**
Client Relationship Management
The purpose of the role is: to coordinate the administration of the client services at the Western Cape Regional Office and its Satellite offices.
- SALARY CENTRE REQUIREMENTS** : R382 245 per annum (Level 09), (basic salary)
: Western Cape Regional Office
: A B degree/N Dip or equivalent three-year qualification (with minimum 360 credits) with a minimum of four (4) years' relevant experience in the Client Relations management environment and/or combined with Employee Benefits Administration experience. The experience gained should include at least two (2) years supervisory experience. Computer literacy that would include a good working knowledge of Microsoft Office products. A valid driver's license is mandatory, at least two years old. Proficiency in English is a requirement and the ability to speak any of the other official languages spoken in the province where applying. Knowledge of Employee Benefits. Knowledge of Client

Relations Management. Knowledge of GEPF services and products. Geographical knowledge of the region applying for. Knowledge of the Retirement Fund Industry. Knowledge of PFMA. Knowledge of Project Management principles. Good analytical skills. Good customer relations. Problem solving skills. Presentation skills. Ability to communicate at all levels. Excellent leadership skills. Organizing and coordination skills. Ability to build strong networking relationships. Ability to work in a team. Driving skills. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES

: Supervise effective operations management within the Provincial Office: Implement and maintain an operational annual performance plan complemented by action plans for service delivery in the Provincial office. Provide inputs and advice on policy development and ensure the effective implementation thereof. Ensure effective workflow and capacity planning. Implement and review all processes to ensure accuracy and efficiency in operations execution. Implementation of the Batho Pele Principles within the Provincial office in all interactions with internal and external customers. Provide input to the Provincial manager to enable achievement of operational GPAA strategic objectives. Implement, interpret and manage statistical information on service standards. Implement quality assurance and data quality strategies and actions. Implementation of Standard Operating Procedures. Implementation of Risk Management plan and report on risk according to the required format. Generate and submit reports accurately and timeously. Inform the Provincial manager about work progress, problems and corrective measures applied. Track, resolve and escalate delays on the payment process. Supervise provincial service channels (mobile, walk in centre, provincial e-mail enquiries and telephonic enquiries). Support the development and implementation of continuous improvement of customer relations. Ensure customer satisfaction surveys are conducted. Physically ensure inspection and conduct office based auditing of procedures. Ensure compliance to audit findings. Provide administrative support in compliance to SHERQ. Attend to queries and complaints from stakeholders/clients. Implement quality assurance and data quality strategies and actions. Implement and maintain Internal control processes for the Section. Recommend internal procedures and processes which will improve the effectiveness of the section and ensure adherence. Research latest trends and developments relating to the section, recommending plans to improve service delivery to the manager. Provide information for management forums within GPAA, submit accurate details to enable sound decision making. Ensure successful implementation of the system and process enhancement, updates and amendments within the office. Maintain relationships with all relevant Stakeholders/Client to support service delivery in the Province. Maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that various stakeholders/clients enquiries or complaints are directed to relevant officials for resolution. Coordinate, support and track the resolution of various stakeholder/clients' enquiries and complaints. Coordinate administrative support at outreach initiatives. Management and development of Staff: Manage the performance of the unit which involves coaching, mentoring and take corrective action (including disciplinary action) where required. Develop performance standard and evaluates team and individuals. Monitor staff regarding human resources such as leave, recruitment and grievances. (Keeping records). Compile the work plans for the section including the consolidation of operational plans into the directorate's overall work plan.

ENQUIRIES

: For more information you may contact: Mapule Mahlangu on Tel No: 012 319 2639.

- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to Recruit2@gpaa.gov.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the role is: to coordinate the administration of the client services at the Western Cape Regional Office and its Satellite offices. One permanent position of Office Manager is currently available at the Government Pensions Administration Agency: Client Services Section – Western Cape Regional Office.
- POST 40/55** : **FIELD SUPPORT ENGINEER: DESK SUPPORT REF NO: FSE/ICT/2022/10-3C (X3 POSTS)**
 Information Communication Technology (ICT)
 (12 months contract)
 The purpose of the role is: To provide first line resolution desktop support through remote access to GPAA employees.
- SALARY CENTRE REQUIREMENTS** : R321 543 per annum (Level 08), basic salary plus 37% in lieu of benefits
 : Pretoria Head Office
 : An appropriate and recognized three-year qualification (degree/national diploma) in Information Technology (with at least 360 credits) with three years appropriate experience in a service desk environment/desktop support environment. Experience should ideally include adequate exposure to: Technology in general, Active Directory, Desktop support, Servers operations, Information security. ICT Service management: MCSE and/or other appropriate advanced technical diplomas will be an added advantage. Computer literacy that would include a high level of proficiency in Microsoft products. Knowledge of TCP/IP LAN, VPN, WAN and Wireless networking environments in a Linux and Microsoft environment including Firewall, intrusion detection, SSL/H and NAS/SAN. Knowledge of mainframe, Citrix, HP Superdome and Wintel data Centre environments and related software/tools such as MOM, WSUS, Active Directory, Windows XP, Unix, Linux, Oracle and VMS. Knowledge of technical requirements for modern flexible working office environments and skills to operate as an employee internally. Knowledge of Business Applications support services in an outsourced environment including escalations and root-cause analysis. Knowledge of Business Applications fit on business continuity requirements with a specific focus on knowledge management. Knowledge of GPAA services and products will be an advantage. Communication skills. Project management. Collaboration. Problem solving. Interpersonal relations. Initiative. Emotional intelligence. Integrity. Ability to see the big picture. Demonstrable commitment. Customer service orientation. Structured approach. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Desktop Support: Install, configure and troubleshoot OS mainly Windows and various versions. Active Directory. Perform installation, maintenance and upgrading of computer hardware and software. Install update patches of anti-virus software signatures and OS. Customize desktop hardware to meet user specifications and GPAA's standards; Work with vendor support contacts to resolve technical issues within the desktop environment. Provide end user support for computer hardware and software installation, maintenance and upgrade. Provide user's with access to shared resources. Install new ICT equipment. Installation and management of printers (network, desk printers). Asset management: Ensures that ICT assets within the GPAA are collected, recorded and returned to the ICT Stores. Relocation of (ICT Equipment) as per user requests. Participation in projects within the desktop support team. Regional Office Visit Support. Participation in the establishment of new GPAA offices around South Africa (Technical Support). First line Support: Provide First Line Support to GPAA users.

Troubleshoot and resolve incidents through remote desktop. On-site client care. Implement, maintain and remove End User Devices (EUD). Ensure incidents/requests/problems are logged and resolved within SLA's. ICT Workshop maintenance. Provide 1st EUD repair Load and Configure of OS (Operating System) and required applications. Customer Satisfaction: Ensure client satisfaction and keeping customers informed on the service requested. Establish business relationship with clients and ensure customer centricity is practiced.

ENQUIRIES : Mbongiseni Nkosi on Tel No: 012 399 2202. Application enquiries: Masego Tshetlo on Masego.Tshetlo@gijima.com or Tel No: 010 449 5681

APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to <https://applybe.com/gijima/search/results/> quoting the reference number in the subject heading of the email.

NOTE : The purpose of the roles are: To provide first line resolution desktop support through remote access to GPAA employees. Three contract positions for Field Support Engineers are currently available at the Government Pensions Administration Agency: ICT Unit and will be based at the Pretoria Head Office, on a 12 months' contract.

POST 40/56 : **ICT SERVICE ASSETS AND CONFIGURATION STOREKEEPER REF NO: SACS/ICT/2022/10 – 1C (X 1 POST)**

Information Communication Technology (ICT)
(12 months contract)

The purpose of the role is: maintain and manage the ICT storeroom and remove old ICT equipment from GPAA offices.

SALARY CENTRE REQUIREMENTS : R261 372 per annum (Level 07), basic salary plus 37% in lieu of benefits
: Pretoria Head Office

: A three-year National Diploma or Degree in Logistics/Purchasing/ICT related (at least 360 credits) coupled with two (2) years working experience in Asset management and stores/Provisioning Administration. Computer literacy in Microsoft Office packages. Knowledge Management. Knowledge of ITIL (will be an advantage). Knowledge of GPAA services and products (will be an added advantage). Knowledge of report writing. Analytical skills. Interpersonal skills. Motivational skills. Negotiation skills. Problem solving skills. Accuracy and detail orientated. Deadline driven. Ability to communicate at all levels. Team player and ability to work independently. Customer service management. Proactive and self-starter. Ability to handle pressure. Maintain personal and professional development. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Receiving and Safekeeping of goods in the GPAA: Receive, store, pack and unpack goods from stores. Facilitate carrying and or moving goods. Delivering and conveying parcels or goods to be shipped to the GPAA Regional Offices. Collect ICT equipment from the GPAA stores and confirm that the goods match the delivery notes. Delivery of ICT equipment that needs to be shipped to Regional Offices to the GPAA Dispatch and obtain all relevant signatures. Mark packaging clearly with receiving contact details and arrange to barcode all ICT equipment when new equipment is received. Manage old ICT Equipment in line with assets management legislatives: Collect old ICT equipment from the GPAA Head Office users. Ensure that ICT equipment meets an acceptable standard. Removal of obsolete Desktops, Laptops and Hard Drives from all ICT equipment received from the business units in the Head Office and Regional Offices, for disposal purposes and clean all ICT equipment before issuing to GPAA users. Manage the ICT Stores in the GPAA: Keeping the ICT storeroom clean and clear of empty containers. Maintaining tidy and accurately marked racks and shelves as per product range. Conduct stores inventory counts. Maintain the disposal inventory.

- Compile Reports: Send weekly updated stock reports. Assist the GPAA Auditors to search for ICT equipment not accounted for and update audit spreadsheets.
- ENQUIRIES** : Contact person: Mbongiseni Nkosi on Tel No: 012 399 2202. Application enquiries: Masego Tshetlo on Masego.Tshetlo@gijima.com or Tel No: 010 449 5681
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to <https://applybe.com/gijima/search/results/> quoting the reference number in the subject heading of the email
- NOTE** : The purpose of the role is: To maintain and manage the ICT storeroom and remove old ICT equipment from GPAA offices. One contract position for Storekeeper: ICT Service Assets and Configuration is currently available at the Government Pensions Administration Agency: ICT Division and will be based at the Pretoria Head Office, on a 12 months' contract.
- POST 40/57** : **CALL COORDINATORS REF NO: CC/ICT/2022/10-2C (X2 POSTS)**
Information Communication Technology
(12 months)
The purpose of the role is: To provide effective implementation and management of the incident Management and Problem Management processes.
- SALARY CENTRE REQUIREMENTS** : R261 372 per annum (Level 07), basic salary plus 37% in lieu of benefits
: Pretoria Head Office
: An appropriate and recognized three-year qualification (degree/national diploma) in Information Technology (with at least 360 credits) with two years appropriate experience in an ICT industry. ITIL v3 foundation. Computer literacy in Microsoft Office packages. Knowledge of TCP/IP LAN, VPN, WAN and Wireless networking environments in a Linux and Microsoft environment including Firewall, intrusion detection, SSL/H and NAS/SAN. Knowledge of mainframe, Citrix, HP Superdome and Wintel data centre environments and related software/tools such as MOM, WSUS, Active Directory, Windows XP, Unix, Linux, Oracle and VMS. Knowledge of technical requirements for modern flexible working office environments and skills to operate as a consultant internally. Knowledge of Business Applications support services in an outsourced environment including escalations and root-cause analysis. Knowledge of Business Applications fit on business continuity requirements with a specific focus on knowledge management. High Level communication skills. Project management skills. Strategic decision making. Collaboration. Leadership. Delegation. Initiative. Emotional intelligence. Integrity. Ability to see the big picture. Demonstrable commitment. Customer service orientation. Structured approach. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: First Line Support: Provide First Line Support to GPAA users. Provide a point of communication with the users and a point of coordination for several IT groups and processes. Provide after service client care by confirming call resolution with clients before closing the call. Incident Management: Coordinate activities between multiple support groups to ensure adherence to extant service level agreements where other groups are needed to resolve a single service desk incident. Ensure efficient flow of tickets through service desk. Track incidents. Driving the efficiency and effectiveness of the incident management process. Driving, developing, managing and maintaining the major incident process and associated procedures. Producing management information, including KPIs and reports. Implement and maintain internal control processes for the section: Recommend internal procedures and processes which will improve effectiveness and efficiency of the section and ensure adherence. Research

latest trends and developments relating to the section, recommending plans to improve service delivery to the Manager. Provide information for management forums within GPAA, contributing accurate details to enable sound decision making. Problem Management: Ensure efficient flow of problem tickets through Problem Management process. Enforce process and standards, and work to improve process. Accountable for the entire problem management process. Administration of GPAA IT SM Tool: Overall administration of the GPAA ITSM Tool. Reporting to new ICT related legislation and compliance with the Fund's IT Compliance. Customer Satisfaction: Ensure Client Satisfaction and keeping customer informed on the services requested. Establish business relationship with clients and ensure customer centricity is practiced.

ENQUIRIES : Contact person: Mbongiseni Nkosi on Tel No: 012 399 2202. Application enquiries: Masego Tshetlo on Masego.Tshetlo@gijima.com or 010 449 5681

APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to <https://applybe.com/gijima/search/results/> quoting the reference number in the subject heading of the email.

NOTE : The purpose of the roles are: To provide effective implementation and management of the incident Management and Problem Management processes. Two contract positions for Call Coordinators are currently available at the Government Pensions Administration Agency: ICT Division and will be based at the Pretoria Head Office, on a 12 months' contract.

POST 40/58 : **SUPPLY CHAIN ADMINISTRATOR: LOGISTICS MANAGEMENT REF NO: SCA/LM/2022/10 – 3C (X3 POSTS)**
Supply Chain Management
(12 Months Contract)
The purpose of the role is: To provide administrative assistance and support in the sourcing of goods and services through quotation process for respective business units in GPAA.

SALARY CENTRE REQUIREMENTS : R211 713 per annum (Level 06), plus 37% in lieu of benefits
: Head Office Pretoria
: An appropriate N Dip/B Degree or equivalent three-year tertiary qualification (360 credits) in Supply Chain or related field with 18 months relevant experience within Supply Chain Management or Senior Certificate with three years proven experience within Supply Chain Management. Computer literacy (MS Office products). Knowledge of PFMA, National Treasury Regulations, PPPFA, SCM Guidelines for Accounting Officers and related Prescripts; Knowledge of Public Sector Procurement processes, rules and regulations; Financial Administration. Interpersonal skills; effective Organizational skills; Planning and decision-making skills and analytical and problem solving skills. Client orientation and customer focus; Ability to communicate at all levels effectively; Ability to work independently and ability to work under pressure. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Process requisitions for procurement of goods and services: Receive, check and process requisitions and specifications for sourcing of goods and services as per prescribed legislation; Ensure the utilization of the Central Supplier Database (CSD) in request for a competitive quotation process; facilitate quotation process; Implement and maintain quotation process in accordance with legislation, departmental policies and procedures and National Treasury Instruction Notes; Receiving and opening of RFQ documents; Assist in the facilitation of the Bid Evaluation sessions; Compiling RFQ documents; Ensure communication to suppliers and business units; Ensure that suppliers are rotated; Keep and update the register of RFQ's. Generate purchase orders on the financial system: Check quotations for calculation errors. Generate purchase order on financial system. Obtain

delegated approval. Issue purchase order to service provider/supplier and relevant business unit. Keep proper record of purchase orders issued. Coordinate receipts and evaluation of RFQ's: Ensure receiving and checking of quotations; Keep records of Quotations received; Schedule the evaluation session; Communicate the outcome to Business Units and Vendors; Registration of vendors on vendor master; Facilitate approval of quotations and Purchase Order generation. Vendor Management: Upload new vendor applications for approval; Update current vendor details. Provide administrative support to the unit: Perform office administrative activities; Organize office logistical matters; File audit supporting office correspondence, documents and reports; Draft and type standard correspondence and documents; Completion of forms and documents relevant to the office; Order stationery and equipment/appliances for the section.

ENQUIRIES : For more information you may contact: Ismael Radebe on Tel No: 012 399 2299. For application enquiries please contact: Koena Tibane on Tel No: 011 941 1953.

APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to Recruit3@phakipersonnel.co.za quoting the reference number in the subject heading of the email.

NOTE : The purpose of the role is: To provide administrative assistance and support in the sourcing of goods and services through quotation process for respective business units in GPAA. Three contract positions for Supply Chain Administrator are currently available in the Supply Chain Unit: Logistics Management at the Government Pensions Administration Agency – Head Office on a 12-months contract.

POST 40/59 : **FINANCE ADMINISTRATORS: TRACING – KWAZULU NATAL (X3 POSTS)**
 Finance Unclaimed Benefits
 (12 Months Contracts)
 The purpose of the role is: To provide administrative assistance in the tracing of beneficiaries to enable the processing of unclaimed and unpaid benefits for GPAA.

SALARY : R211 713 per annum (Level 06), plus 37% in lieu of benefits
 Ref No: FA/Tracing/ULUNDI/2022-10-1C to be used for Ulundi applications
 Ref No: FA/Tracing/DURBAN/2022-10-1C to be used for Durban applications
 Ref No: FA/Tracing/New Castle/2022-10-1C to be used for New Castle applications

CENTRE REQUIREMENTS : Ulundi, Durban and New Castle (KZN Province)
 : An appropriate three-year tertiary qualification/degree/national diploma/B Tech (at least 360 credits) (Finance related) with 18 months proven experience in accounting/financial management of which at least six (6) months should be in Tracing OR A Senior Certificate/Grade 12 coupled with three years appropriate proven experience in accounting/financial management field of which 6 months should be in Tracing. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Geographical knowledge of the area applying for is essential. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province (applying for) will be essential (Zulu). The applications of individuals currently residing in the geographical area (town/city) of KZN Province applying for, may receive preference (note that proof of residence may be requested when shortlisted). A Valid driver's license will be an added advantage. Knowledge of PFMA. Knowledge of Public Service Act (PSA). Integrity. Analytical skills. Customer orientation. Ability to prioritize. Time management skills. Effective communication skills (written and verbal). Ability to work in a team. Problem solving skills. Deadline driven. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Trace beneficiaries: Find contact details on ITC and other platforms in order to identify candidates for unclaimed benefits. Contact potential candidates, confirming their personal particulars, in order to validate their status as beneficiaries. Rectify errors by updating the system with the correct information provided by the clients. Send unclaimed benefit cases successfully traced to Pretoria Head Office for re-issue. Prepare cases for processing: Provide administrative support by collating the documentation required to process cases not traced to unclaimed benefits. Check the system against documentation provided in order to avoid issues with processing. Send death benefit form to client in accordance with benefit to which he/she is entitled. Capture accurate information onto database with respect to beneficiaries eligible for re-issues based on documentation provided. Verify cases: Perform data integrity checks, following standard processes. Generate weekly and monthly unclaimed benefit reports, reflecting the status of cases for the attention of the Assistant Manager and the Outbound Call Centre Agent.
- ENQUIRIES** : Contact: Mbongiseni Nkosi on Tel No: 012 399 2202. Application enquiries: URS Response Handling Tel No: 012 811 1900
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to gpaa44@ursonline.co.za quoting the reference number in the subject heading of the email
- NOTE** : The purpose of the role is: To provide administrative assistance in the tracing of beneficiaries to enable the processing of unclaimed and unpaid benefits for GPAA. Three contract positions are currently available at the Government Pensions Administration Agency: Unclaimed Benefits and Tracing Section and will be based in the KZN Province, on a 12 months contract.
- POST 40/60** : **FINANCE ADMINISTRATORS: TRACING REF NO:**
FA/TRACING/HO/2022/10-8C (X8 POSTS)
 Finance Unclaimed Benefits
 (12 months contract)
 The purpose of the role is: To provide administrative assistance in the tracing of beneficiaries to enable the processing of unclaimed and unpaid benefits for GPAA.
- SALARY CENTRE REQUIREMENTS** : R211 713 per annum (Level 06), basic salary plus 37% in lieu of benefits
 : Pretoria Head Office
 : An appropriate three-year tertiary qualification/degree/national diploma (at least 360 credits) (Finance related) with 18 months proven experience in the accounting/financial management field of which at least 6 months should be in Tracing OR A Senior Certificate/Grade 12 coupled with three years appropriate proven experience in the accounting/financial management field of which six (6) months should be in Tracing. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Knowledge of Public Finance Management Act (PFMA). Knowledge of Public Service Act (PSA). Problem solving skills. Communication skills. Analytical skills. Time Management skills. Integrity. Ability to prioritize. Ability to communicate. Ability to work in a team. Customer oriented. Ability to work in a team. Deadline driven. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.
- DUTIES** : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Trace beneficiaries: Find contact details on ITC in order to identify candidates for unclaimed benefits. Contact potential candidates, confirming their personal particulars, in order to validate their status as beneficiaries. Rectify errors by updating the system with the correct information provided by the clients. Send unclaimed benefit cases successfully traced for re-issue. Prepare cases for processing: Provide administrative support by collating the documentation required to process cases not traced to

unclaimed benefits. Check the system against documentation provided in order to avoid issues with processing. Send death benefit form to client in accordance with benefit to which he/she is entitled. Capture accurate information onto database with respect to beneficiaries eligible for re-issues based on documentation provided. Verify cases: Perform data integrity checks following standard processes. Generate weekly and monthly unclaimed benefit reports, reflecting the status of cases for the attention of the Manager and Supervisor.

ENQUIRIES : Contact person: Mbongiseni Nkosi on Tel No: 012 399 2202. Application enquiries: URS Response Handling Tel No: 012 811 1900

APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to gpa42@ursonline.co.za quoting the reference number in the subject heading of the email.

NOTE : The purpose of the roles are: To assist in the tracing of beneficiaries to enable the processing of unclaimed and unpaid benefits for GPAA. Eight contract positions for Finance Administrator: Tracing at Unclaimed Benefits and Tracing are available at the Government Pensions Administration Agency. These positions will be filled on a 12 months contract and will be based at the Pretoria Head Office.

POST 40/61 : **FINANCE ADMINISTRATOR: RE-ISSUES REF NO: FA/RE-ISSUES/HO/2022/10-3C (X3 POSTS)**

Finance Unclaimed Benefits and Re-Issues
(12 Months Contract)

The purpose of the role is: To provide administrative support for the re-issuing of benefits within the Unclaimed Benefits section.

SALARY CENTRE REQUIREMENTS : R211 713 per annum (Level 06), basic salary plus 37% in lieu of benefits
: Pretoria Head Office

: An appropriate three-year tertiary qualification/degree/national diploma (at least 360 credits) (Finance related) with 18 months proven experience in the accounting/financial management field of which at least 6 months should be in Payments/Re-Issues OR A Senior Certificate/Grade 12 coupled with three years appropriate proven experience in the accounting/financial management field of which six (6) months should be in Payments/Re-Issues. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word. Knowledge of Civil Pension Software (CIPVEN), Workflow and Portal. Knowledge of Compliance with fund/scheme rules and Accounting procedures. Knowledge of applicable legislation within GEPF will serve as an advantage. Knowledge of GEPF products and services will be an advantage. Knowledge of Public Service Prescripts and Legislation. Ability to establish controls and monitor tasks. Knowledge of Compliance with standard accounting and relevant procedures. Communication skills. Accuracy and thoroughness. Finance skills. Ability to prioritize and meet deadlines. Supervisory skills. Planning and organizing skills. Customer service orientation. Persuasiveness and flexibility. Ethical business conduct. Ability to work under pressure. Ability to detect errors. Adhering to business ethics. Accountability. Teamwork. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Processing of Unclaimed cases: Process cases as allocated by State Accountant in accordance with relevant procedures. Conduct payments on traced unclaimed benefits in accordance with standard procedures. Communicate estimated payout to beneficiary in writing, once approved by State Accountant. Refer cases where complex issues have been identified to the State Accountant. Processing of Re-issues. Amending/Changes of pay point and address. Submissions. Response to queries. Exception cases with incomplete documents. Adhoc project required

by management. Prepare re-issues of benefits transactions: Conduct payments on traced unclaimed benefits in accordance with relevant processes. Implement payment changes for re-issue of benefits in accordance with standard procedures. Maintain accurate financial records of re-issues. Verify payment and disbursement numbers on the system against documentation, ensuring accuracy. Ensure that banking details on the pension benefits re-issues are correctly captured on a daily basis prior to the payment run. Ensure that banking details changes on the monthly instructions are correctly captured on a daily basis prior to the monthly run. Draft submissions to Legal Section for payment older than seven years. Draft memorandums to Forensic Section to validate SAPS cases submitted by member and beneficiaries before payment. Draft memorandums to Forensic Section related to fraudulent applications. Assist clients with queries telephonically and/or by email. Liaison with all relevant stakeholders. Ensure that all applications submitted for processing of re-issues and pay point meet the requirements. Assisting management with audit enquires and resolve findings if any. Ensure that work given is accurately submitted in time. Validate all applications received against the information on Pekwa system. Validate all South African identity documents and passport with DOHA system. Validate letter of Authorities with the Master Portal. Submit all cases above R1 million for safety web verification before payment. Escalate all complex enquiries to the State Accountant to resolve. Assist with the testing of the Remas request. Submit daily statistics to the State Accountant. Implement specified controls to ensure safekeeping of batches of re-issue transactions. Clear re-issue suspense accounts in accordance with defined procedures.

- ENQUIRIES** : Contact person: Mbongiseni Nkosi on 012 399 2202. Application enquiries: URS Response Handling Tel No: 012 811 1900
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 signed) to gpaa43@ursonline.co.za quoting the reference number in the subject heading of the email.
- NOTE** : The purpose of the roles are: To provide administrative support for the re-issuing of benefits within the Unclaimed Benefits section. Three contract positions for Finance Administrator: Re-Issues are currently available at the Government Pensions Administration Agency Unclaimed Benefits -Re-issues Section and will be based at the Pretoria Head Office, on a 12 months' contract.
- POST 40/62** : **CUSTOMER SERVICE AGENT REF NO: CSA/PE/2022-10-3C (X3 POSTS)**
Customer Service Management
(12 Months Contract)
The purpose of the role is: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment.
- SALARY CENTRE REQUIREMENTS** : R211 713 per annum (Level 06) basic salary, plus 37% in lieu of benefits
: Port Elizabeth Satellite Office (Eastern Cape)
: An appropriate three-year tertiary qualification (at least 360 credits) with 18 months proven experience in the processing (administration) of life insurance/employee benefits or client relationship management/client care preferably within Employee Benefits, Life or other Insurance, Medical Aid environments or similar financial institutions Or A Grade 12 Certificate/Senior Certificate (Matric) with three years proven experience in the processing (administration) of life insurance/employee benefits or client relationship management/client care preferably within Employee Benefits, Life or other Insurance, Medical Aid environments or similar financial institutions. Knowledge of GEPF products and services will be an advantage. Computer literacy that would include a good working knowledge of Microsoft Office products. Proficiency in English is a requirement and the ability to speak any of the other official languages in the province applying for. The applications of individuals currently residing in the Province or adjacent areas applying for may receive preference (Port Elizabeth). Knowledge of Employee Benefits. Knowledge of Client Relations Management. Geographical knowledge of the Province applying for. Excellent problem-solving skills. Good presentation skills. Above average communications skills, both verbal and written with the ability to communicate with clients. Time management skills. Self-management – being able to work independently. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The

certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Provide quality customer service within CRM: Handle all face-to-face enquiries received effectively. Follow up and finalize enquiries referred to other business units, within the agreed time frames. Respond to emails, web queries, posted queries/courier services, faxes within allocated time frame. Update on all the relevant GPAA systems. Provide client liaison services within the office: Respond to escalated queries within allocated time frame. Interact with the departments and members regarding outstanding queries. Relationship management on any changes happening in the various sections. Provide/ request feedback to various clients and stakeholders. Follow-up with business units and provide feedback to clients until cases are finalized. Effective and efficient administration of documents received. Provide administrative support at outreach initiatives. Provide data inputs in the compilation of the reports: Report any issues/make recommendations with regards to ongoing service improvements and maintain a high level of client care. Compile and submit daily, weekly and monthly production statistics to the supervisor. Check and update consolidated/escalation lists to the supervisor.

ENQUIRIES : Felicia Mahlaba on Tel No: 012 319 1455. Application enquiries: URS Response Handling Tel No: 012 811 1900

APPLICATIONS : It is mandatory to email your application (comprehensive CV and new Z83 signed) to gpaa41@ursonline.co.za quoting the reference number in the subject heading of the email.

NOTE : The purpose of the roles are: To provide administrative functions and to resolve queries and complaints on first contact within the Clients Relationship Management environment. Three contract positions for Customer Service Agents are currently available in the Eastern Cape Region of the GPAA and will be based in Port Elizabeth (Satellite office), on a 12 months' contract.

POST 40/63 : **HR ADMINISTRATOR: TRAINING AND DEVELOPMENT REF NO: HRADMIN/HRD/2022/08-1C**
Human Resource Development
(12 Months)
The purpose of the role is to provide administrative support to the Training and Development Component within GPAA.

SALARY CENTRE REQUIREMENTS : R211 713 per annum (Level 06), basic salary plus 37% in lieu of benefits
: Head Office Based In Pretoria
: An appropriate recognized Bachelor's Degree/National Diploma or equivalent three year qualification (NQF6 with at least 360 credits) preferably in Human Resources with at least 18 months experience within the Human Resources environment. Preference may be given to candidates with Training and Development exposure Or Grade 12 with at least 3 years' experience within the Human Resources environment. Preference may be given to candidates with Training and Development exposure. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of prescripts relating to the Human Resource Development. Basic understanding of the PFMA. Knowledge of processes of the Human Resource Development Administration. Analytical skills. Excellent organizing skills. Document Management skills. Administrative skills. Problem solving skills. Customer oriented. Good communication skills both verbal and written with the ability to communicate at all levels. Outgoing personality. Ability to prioritize work and urgent matters. Teamwork. Literacy. Numeracy. Take note of Circular 19 of 2022 regarding the practice note on the Z83 application and completion thereof. The certification of all supporting documents will be expected of the shortlisted candidates only. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. The applicant should have the necessary data and equipment for this purpose. Correspondence will only be conducted with the short-listed candidates. If you have not been

contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful.

DUTIES

: The successful incumbent will be responsible for a wide variety of administrative tasks which includes the following but not limited to: Render administrative support on the provisioning of Training and Development unit: Provide administrative support regarding access to Skills Development opportunities on the basis of individual development plans. Document management. Create and manage a database for learners and service providers. Update database for institutions. Check for accreditation of the qualification and registration of the institution. Ensure that the venues are booked for workshops and is conducive for training. Provide administrative support regarding induction programmes. Provide administrative support regarding the skills development database. Provide administrative support regarding management of bursaries. Liaise with the service provider for registration of learners. Ensure that stationery and refreshments of the Business Unit are ordered and monitored. File and keep documents of the business unit safe. Co-ordination of Training and Development activities: Arrange dates for workshops and in-house induction. Make travel arrangements and accommodation reservations. Invite delegates to attend. Organise resources and refreshments for workshops. Ensure that attendance register is available. Ensure that training material is available. Processing of forms and documents related to claims, payments and invoices. Capture training attended on PERSAL. Administration of Internship program: Provide administrative support regarding training of mentors. Provide administrative support regarding training for interns. Receive completed work-plans. Check correctness of interns' quarterly reports and file accordingly. Compile interns' completion certificates. Administration of bursaries: Ensure that the bursary form is updated. Liaise with Institutions when required. Check that the bursary applications are correctly completed and registered. Ensure that a summary of bursary applications is compiled. Book venues for bursary Committee meetings. Prepare bursary packs. Submit all bursary applications to the CEO's office. Provide feedback to the applicants. Ensure bursary contracts are received from applicants. Capture approved bursary applications on PERSAL and MS Excel. Administration of Grade 12 and Life skills: Ensure that learning resources are available. Organise venue for life skills sessions. Research topics for life skills. Ensure that attendance register for life skills learners is available. Administration of Recognition of improved qualifications in the Public Service: Schedule workshops for Recognition of improved qualifications. Send invitations for applications. Liaise with institutions. Liaise with stakeholders. Organise Committee meeting to evaluate application forms. Submit application forms to the CEO. Provide feedback to the applicants.

ENQUIRIES

: Ms Felicia Mahlaba on Tel No: 012 319 1455 Application Enquiries: Soniwe Mwamuka on Tel No: 011 021 8982.

APPLICATIONS

: It is mandatory to email your application (comprehensive CV and new Z83 signed) to applications@masteck.co.za quoting the reference number in the subject heading of the email. Take note of the requirements regarding a new Z83 effective 1 January 2021 as per the DPSA regulations as well as all other requirements specified in the footer

NOTE

: The purpose of the role is to provide administrative support to the Training and Development Component within GPAA. One contract position of HR Administrator: Training and Development is currently available in the Head Office of GPAA and will be based in Pretoria, on a 12 months' contract.