

## GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)



**CLOSING DATE**  
**NOTE**

: 21 July 2025 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 sent 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](http://www.dpsa.gov.za-vacancies) or <http://www.gpaa.gov.za> Requirements: Applications must be submitted on the new form Z83 as indicated 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 (refer to Circular No 19 of 2022 in this regard) only. 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 (when shortlisted). 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 the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. 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 (submitted prior to appointment). 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 an annual performance agreement and will be required to undergo a security clearance.

## MANAGEMENT ECHELON

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| <b><u>POST 23/42</u></b>   | : | <b><u>DIRECTOR: INFRASTRUCTURE REF NO: DIR/INFRA/ICT/2025/07-1P</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                            |   | ICT Infrastructure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                            |   | Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b><u>SALARY</u></b>       | : | R1 216 824 - R1 433 355 per annum (Level 13), (all-inclusive package)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>CENTRE</u></b>       | : | Pretoria Head Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b><u>REQUIREMENTS</u></b> | : | An undergraduate qualification (NQF level 7) in Information Technology as recognized by SAQA. At least 6 to 10 years demonstrated experience in the ICT Infrastructure and ICT services support environment of which five (5) years should be at a middle/senior managerial level. Display extensive knowledge of ICT Services and ICT Infrastructure and how the infrastructure supports Enterprise Architecture and business services. Experience in Financial Services, especially Employee Benefits, Pension Fund or Retirement Benefits Administration, will be a distinct advantage. Computer literacy would include a good working knowledge of Microsoft Office. Knowledge of Benefits administration and ICT infrastructure support in the benefit administration environment. Knowledge of Customer relationship management (channel management) and ICT services required for solutions and network infrastructure. Industry Knowledge. Knowledge of Compliance management and procurement management in public sector. Knowledge of relevant systems. Strategic capability. Service excellence and service delivery innovation. Client orientation and customer focus. Financial management. People management and empowerment. Programme and project management. Outstanding communication skills at a high level (verbal, written and presentation skills). Problem solving and analysis. Respect, courtesy, integrity and transparency. Service excellence and service delivery innovation. Team player with emotional intelligence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>DUTIES</u></b>       | : | The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Manage the implementation of the ICT services and Infrastructure support strategy: Monitor the implementation of the operational plan for the Directorate to support the achievement of GPAA's strategic objectives. Manage, monitor and review the Directorate's policies, procedures and processes, in accordance with best practice and legislation. Manage the implementation of an effective short, medium and long-term operating strategy for the Directorate. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation. Manage the provision of best practice regarding Directorate functions to all stakeholders. Manage the implementation of a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. Monitor compliance with relevant legislation throughout all Directorate functions. Analyse service delivery gaps, challenges and implement remedial action strategies. Manage quality of service provided to internal and external customers/clients/stakeholders. Manage the mitigation of the identified risks. Ensure information flow to and alignment with all stakeholders to ensure effective engagement. Conduct trend analyses and forecasting. Manage the acquisition, provision extraction and retirement of infrastructure services: Manage the operational requirements of the voice and data networks to meet GPAA service level standards. Monitor daily operations such as backups, call logs and infrastructure performance to ensure availability of infrastructure. Manage all infrastructure projects to facilitate timeous delivery of stipulated objectives within budget and constraints. Monitor that the current infrastructure is robust, reliable and flexible to cope with expansion of business and user needs. Ensure maximum uptime on all critical systems and connectivity through infrastructure support. Ensure that all infrastructure services are within agreed service levels and proactively manage deviations or required service level changes. Provide best practice advice on the installations, maintenance and de-installation of infrastructure to various stakeholders, where necessary, to enhance service delivery. Manage the issuing, reception and storage of all hardware through its entire lifecycle. Report regularly on performance and outcomes of ICT Infrastructure services to ensure key operational metrics are achieved. Overseeing of operations of the business unit: Assess the provision of ICT services and infrastructure support advice to line managers to ensure that line managers are fully equipped to deal with ICT services and infrastructure support strategy related matters. Drive a culture of compliance |

with GPAA line Managers and staff to ensure greater awareness of ICT services and Infrastructure support policies and procedures. Monitor compliance with relevant legislation throughout all ICT services and infrastructure support functions. Manage planning of resource requirements for the organisation to ensure sufficient resources are in place to meet service delivery demands. Analyse service delivery gaps and challenges, define service delivery operational measures and targets, and implement remedial action strategies. Oversee quality of service provided to internal and external customers/ clients/ stakeholders. Proactively ensure the identification and mitigation of risks. Establish and manage agreed budgets in consultation with the Chief Information Technology Officer and infrastructure support, ensuring that costs are contained. Manage, coordinate and oversee the daily operational activities of the subunit to ensure that it functions effectively and efficiently. Proactively mitigate employee relations risks. Ensure information flow to and alignment with all stakeholders to ensure effective engagement. Manage the potential infrastructure risks: Collaborate with relevant stakeholders to identify and manage infrastructure risks by developing appropriate mitigation strategies. Monitor that the GPAA is appropriately insured against losses and damages to assets where required so to minimise downtime costs. Coordinate completion of operational risk self-assessments for the infrastructure area, achieving greater compliance and contingency planning. Collaborate with relevant stakeholders to develop and maintain a satisfactory internal control environment that addresses the physical custody of the GPAA's assets and information. Monitor compliance to infrastructure policies and procedures to minimise risks to the internal control environment. Check that all infrastructure audit report queries are addressed to ensure greater compliance and minimise the operational risks. Control and monitor infrastructure assets: Collaborate with the Chief Information Technology Officer to develop annual asset maintenance and replacement plans for incorporation into the capital expenditure budget. Maintain infrastructure assets registers, physically verifying the integrity of assets reflected in financial records. Develop and enforce Minimum Operability Standards (MOS) for the deployment of infrastructure services. Perform infrastructure budget and expenditure reconciliations and report non-reconciling items to the Technology COE to enable immediate corrective action. Prepare quarterly capital expenditure reports for the Chief Information Technology Officer to review and approve, highlighting budget variances. Submit annual capital expenditure budgets for the Chief Information Technology Officer to review and approve, indicate how to maximise the economic useful life of assets and optimise maintenance and replacement costs. Manage all the resources in the Directorate: Ensure the development and management of staff within the Directorate. Implement and maintain a relevant management approach to support effective business results within the Directorate. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure control of budgeting and expenditure process in-line with strategic objectives and relevant legislation. Ensure the effective utilisation of all other resources (including IS, Assets, Infrastructure, etc) within the Directorate.

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| <b><u>ENQUIRIES</u></b>    | : | Courtney Usher at 066 269 7950 for more information. Noba Kulati Tel No: (010) 449 5000 for application enquiries.                                                                                                                                                                                                                                                                                                                              |
| <b><u>APPLICATIONS</u></b> | : | It is mandatory to apply using the following link: <a href="https://tinyurl.com/3sk8kb44">https://tinyurl.com/3sk8kb44</a>                                                                                                                                                                                                                                                                                                                      |
| <b><u>NOTE</u></b>         | : | The purpose of the job is to effectively manage ICT services and infrastructure support service. One permanent position for Director: Infrastructure is currently available at the Government Pensions Administration Agency.                                                                                                                                                                                                                   |
| <b><u>POST 23/43</u></b>   | : | <b><u>DIRECTOR: STRATEGIC MANAGEMENT REF NO: DIR/STRAT/2025/07-1P</u></b><br><b><u>STRATEGIC MANAGEMENT</u></b><br>Permanent                                                                                                                                                                                                                                                                                                                    |
| <b><u>SALARY</u></b>       | : | R1 216 824 - R1 433 355 per annum (Level 13), (all-inclusive package)                                                                                                                                                                                                                                                                                                                                                                           |
| <b><u>CENTRE</u></b>       | : | Pretoria Head Office                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>REQUIREMENTS</u></b> | : | An undergraduate qualification (NQF level 7), Bachelor's degree, B Tech as recognized by SAQA. At least 6-10 years' demonstrated experience in the strategic planning environment of which five (5) years should be at a middle/senior managerial level. Display extensive knowledge of policy formulation, development of strategic planning documentation and modelling of data. Experience gained in Financial Services, especially Employee |

Benefits, Pension Fund and Retirement Benefits Administration, will be a distinct advantage. Computer literacy which includes a good working knowledge of Microsoft Office 365 inclusive of MS SharePoint. Knowledge of Relevant legislative requirements and GPAA policies and procedures. Industry Knowledge. Knowledge of Financial management including budgeting and forecasting. Knowledge of Pension Fund Regulations and Rules. Knowledge of Compliance management. Knowledge of relevant systems within the strategic planning environment. Strategic capability. Service excellence and service delivery innovation skills. Client orientation and customer focus. People management and empowerment skills. Programme and project management. Change management. Outstanding communication skills at a high level (verbal, written and presentation skills). Knowledge management. Problem solving and analysis. Respect, courtesy, integrity and transparency. Team player with Emotional intelligence.

## **DUTIES**

: The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Manage the implementation of the division strategy: Monitor the implementation of the operational plan for the Directorate to support the achievement of GPAA's strategic objectives. Manage, monitor and review the Directorate policies, procedures and processes, in accordance with the best practice and legislation. Manage the implementation of an effective short, medium and long-term operating strategy for the Directorate. Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation. Manage the provision of best practices regarding Directorate functions to all stakeholders. Manage the implementation of a management effectiveness and leadership strategy. Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation. Monitor compliance with relevant legislation throughout all Directorate functions, including audit findings and risk management. Conduct trend analyses and forecasting. Manage and coordinate the implementation of strategy and planning programmes for the department: Develop and maintain strategic planning systems. Facilitate processes on the identification of priorities to inform GPAA's strategic plan. Analyse sector plans to ensure the alignment of GPAA to the DPSA priorities and programmes. Support GPAA with regard to the planning of processes. Determine business needs and identify areas of intervention. Develop institutional reform models and guidelines aimed at enhancing departmental strategy. Advice and partner with business units in working towards a turnaround for the department. Prepare and implement business continuity strategy for the GPAA. Manage all research and policy development in the department: Develop the research agenda for GPAA and maintain protocols for internal and external research. Coordinate and facilitate research activities on sector specific programmes. Establish partnerships and coordinate funding to conduct research. Maintain the repository of research products and facilitate dissemination of research results. Provide advice and support to internal units on policy development and approval matters. Develop and maintain protocols and guidelines for departmental policy development processes. Manage information and analytics services: Assess effective business intelligence strategies and analytics solutions. Oversee analytics projects to extract, manage and analyse customer data. Oversee the development and implementation of tools for data transformation. Developing and implementing analytics solutions and generating reports. Monitor applied statistics and data modelling to gain actionable organization insights and boost organization productivity and services. Manage stakeholders' relationships and expectations. Enforce company policies and procedures to ensure quality and prevent discrepancies. Keep abreast of industry best practices and policies. Oversee the stakeholder engagement: Assess the provision of Strategy support and advice line managers. Drive a culture of compliance with GPAA line managers and staff to ensure greater awareness of strategy, policies and procedures. Monitor compliance with relevant legislation throughout all of GPAA. Analyse service delivery gaps and challenges, define service delivery operational measures and targets, and implement remedial action strategies. Oversee quality of service provided to internal and external customers/clients/stakeholders. Proactively ensure the identification and mitigation of risks. Ensure information flow to and alignment with all stakeholders to ensure effectiveness engagement. Oversee the automation of business processes and records management function with the approved filing plan and record management system. Manage all the resources in the

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|                                          |   | Directorate: Ensure the development and management of staff within the Directorate. Implement and maintain a relevant management approach to support effective business results within the Directorate. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure control of budgeting and expenditure process in-line with strategic objectives and relevant legislation. Ensure the effective utilisation of all other resources (including IS, Assets, Infrastructure, etc) within the Directorate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>ENQUIRIES</u></b>                  | : | Rhoda Kanengeya at 061 864 3953 for application enquiries. Soniwe Marigold at 061 662 8932 for more information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b><u>APPLICATIONS</u></b>               | : | It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:applications@masteck.co.za">applications@masteck.co.za</a> quoting the relevant reference number in the subject heading of the email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b><u>NOTE</u></b>                       | : | The purpose of the job is to provide strategic planning, manage information and analytics service, facilitate and conduct research and policy implementation for the GPAA. One permanent position for Director: Strategic Management is currently available at the Government Pensions Administration Agency.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>POST 23/44</u></b>                 | : | <b><u>DIRECTOR: MANAGEMENT ACCOUNTING REF NO: DIR/MNG-ACC/2025/07-1P</u></b><br>Finance<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>SALARY CENTRE REQUIREMENTS</u></b> | : | R1 216 824 - R1 433 355 per annum (Level 13), (all-inclusive package)<br>Pretoria Head Office<br>An undergraduate qualification (NQF level 7), Bachelor's degree, B Tech in Finance as recognized by SAQA. At least 6 – 10 years demonstrated experience in the Management Accounting environment of which five (5) years should be at a middle/senior managerial level. Experience gained in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits administration will be a distinct advantage. Membership of a professional body in the accounting field will serve as an advantage. Computer literacy that includes a good working knowledge of Microsoft Office. Knowledge of Benefits Administration. Knowledge of Customer Relationship Management (Channel Management). Knowledge of relevant legislative requirements and GPAA policies and Procedures. Knowledge of Financial Industry. Knowledge of Financial Management, including budgeting and forecasting. Knowledge of Pension Fund Regulations and rules. Compliance Management. Knowledge of relevant Financial Systems and accounting on the Financial systems. Client orientation and customer focus. Financial Management skills. People management and empowerment skills. Problem solving and analysis. Outstanding communication skills at a high level (verbal, written and presentation skills). Knowledge management. Service excellence and service delivery innovation skills. Strategic capability. Respect, courtesy, integrity and transparency. Team player with emotional intelligence.                     |
| <b><u>DUTIES</u></b>                     | : | The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Ensure the effective financial control of operational financial management and accounting services: Manage technical preparation of annual financial statements and annual reports in compliance with all relevant financial reporting standards. Review and analyse monthly, quarterly, and annual financial statements and statutory reports as per financial calendar. Monitor financial performance and ensure provision of relevant accurate and timely business and financial / management accounts and budgets. Perform financial analysis, interpretation and provide comment on financial ratios. Provide quality feedback to CFO, Board and audit committees according to specified deadlines. Develop and implement funding model for the Entity and facilitate negotiations with relevant entities. Manage financial control and accounting in the department. Manage the taxation collection and payments to SARS with compliance with Tax legislation. Oversee the implementation and maintenance of income Tax Management policy and framework: Conduct research on latest developments, trends and practices of Income Tax management processes and policies. Ensure that all SARS tax and GEPP tax are implemented. Cascade information to line managers with tax related issues. Coordinate the administration of manual and electronic income tax processes. Oversee the administration of garnishee orders from SARS. Manage the administration of Income Tax reconciliation processes. |

Monitor control measures over sundry payment and taxation. Coordinate the finance administration: Oversee the implementation and maintenance of the finance administration guidelines and policies. Manage the administration of payroll. Coordinate the management of fixed assets. Effective management of Accounts payable. Monitor financial controls and reporting. Monitor and manage budget services and system controls in GPAA: manage medium- and long-term financial planning in line with budget processes. Monitor, manage and report on departmental revenue and expenditure. Ensure general provision of financial management is supported. Manage all the resources in the Division: Ensure the development and management of staff within the division. Implement and maintain a relevant management approach to support effective business results within the division. Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery. Ensure control of budgeting and expenditure process in line with strategic objectives and relevant regulation. Ensure effective utilization of all other resources.

- ENQUIRIES** : Destiny Penniken Tel No: (011) 883 5035 for more information. Munene Mathebula Tel No: (011) 883 5035 for application enquiries.
- APPLICATIONS** : It is mandatory to apply using the following link: <https://affirmativeportfolios.co.za/gpaa/>
- NOTE** : The purpose of the role is to oversee the Management Accounting, Budget, Reporting and Taxation management for the GPAA. One permanent position of Director: Management Accounting is currently available at the Finance Section of the GPAA.

#### **OTHER POSTS**

- POST 23/45** : **DEPUTY DIRECTOR: PROVINCIAL OFFICE EGLS (EMPLOYER AND GOVERNMENT LIAISON SERVICES) REF NO: DD/PRO/EGLS/2025/07-1P**  
Client Relationship Management  
Permanent

- SALARY CENTRE REQUIREMENTS** : R1 059 105 per annum (Level 12), (all-inclusive package)  
: Pretoria  
: A recognized three-year Bachelor's degree/B Tech or equivalent three-year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years' experience in a managerial role or middle management experience. Exposure in stakeholder management within the public service sector / Employee Benefits/Medical Aid environments may receive preference. 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 in the province (applying for) would be an added advantage. Geographical knowledge of the province for which application is made will be an advantage. Demonstrable customer relations experience. Knowledge of GEFP Services and products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation (relevant to the Public Service and the Government Pension Fund). Knowledge of two indigenous languages spoken in region. Good problem-solving skills. Good organizational skills. Management skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills.

- DUTIES** : The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices. Provide inputs and advice on policy development and ensure the effective implementation thereof. Review and ensure effective workflow and capacity planning. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers. Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives. Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates. Develop and implement quality assurance and data quality strategies and actions. Ensure the effective and uniform implementation of Standard Operating Procedures. Submits all statistics, reports and replies

timely and accurately. Inform the Director about work progress, problems and corrective measures applied. Manage the delays on the payment process. Manage provincial service channels (mobile, Walk-in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the provincial office: Manage the coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements. Proactively develop and implement a risk management plan and report on all risk according to required format. Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office. Promote a corruption free environment and report any breaches. Ensure office-based auditing of procedures and proper controls. Monitor and control compliance to audit findings. Keep the risk register at the CRMMM (CRM middle management forum) updated. Monitor compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the province: Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives. Ensure that various stakeholders' enquiries or complaints are directed to relevant officials for resolution. Ensure, coordinate, support and track the resolution of various stakeholder/clients' enquiries or complaints. Increase GPAA provincial footprint through the rollout of various service channels. Ensure successful business transformation within provincial office: Act as a change champion for transformation by communicating, motivating and driving change initiatives within the office. Recommend and implement performance improvement initiatives. Manage successful implementation of system and process enhancements, updates and amendments within the office. Provide administrative support at outreach initiatives. Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section: Compile comprehensive operational plans, quarterly and annual reports. Keep abreast with changes in relevant guidelines and other legislation, to make recommendations where policies and procedures need to be amended. Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery. Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas. Section management: Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure. Identify training and development needs, implementing plans to address requirements as appropriate. Manage discipline and absenteeism in accordance with organizational codes and procedures. Facilitate communication through appropriate structures and systems. Manage compliance with agreed budgets in consultation with the Director, ensuring that costs are contained. 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 section which minimize potential risks to stakeholders. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

- ENQUIRIES** : Mapule Mahlangu Tel No: (012) 399 2639 or Melusi Dhlamini Tel No: (012) 319 1284
- APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit2@gpaa.gov.za](mailto:Recruit2@gpaa.gov.za) quoting the reference number in the subject heading of the email. [failure to adhere to this will result in decline of application/s].
- NOTE** : The purpose of the job is to ensure effective and efficient pension service delivery in line with GPAA strategy in the Gauteng Province and National Departments. One permanent position of Deputy Director: Provincial Office EGLS (Employer and Government Liaison Services) and one Deputy Director: Gauteng Regional Office (Pretoria) are currently available at the Government Pensions Administration Agency.

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| <b><u>POST 23/46</u></b>   | : | <b><u>DEPUTY DIRECTOR: GAUTENG REGIONAL OFFICE REF NO: DD/PRO/GAUTENG/2025/07-1P</u></b><br>client relationship management<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><u>SALARY</u></b>       | : | R1 059 105 per annum (Level 12), (all-inclusive package)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>CENTRE</u></b>       | : | Pretoria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>REQUIREMENTS</u></b> | : | A recognized three-year Bachelor's degree/B Tech or equivalent three-year qualification (at least 360 credits) with six (6) years appropriate proven experience in the field of Customer Service management of which three (3) years' experience in a managerial role or middle management experience. Exposure in stakeholder management within the public service sector / Employee Benefits/Medical Aid environments may receive preference. 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 in the province (applying for) would be an added advantage. Geographical knowledge of the province for which application is made will be an advantage. Demonstrable customer relations experience. Knowledge of GEPP Services and products. Knowledge of Employee Benefits. Knowledge of Client Relation Management. Knowledge of relevant legislation (relevant to the Public Service and the Government Pension Fund). Knowledge of two indigenous languages spoken in region. Good problem-solving skills. Good organizational skills. Management skills. Customer orientated. Ability to communicate at all levels. Ability to build strong network relationships. Ability to work in a team. Outgoing personality. Driving ability. Presentation skills. Analytical skills.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b><u>DUTIES</u></b>       | : | The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Manage effective operations within the provincial office: Develop and maintain an annual performance plan complemented by action plans for service delivery in the offices. Provide inputs and advice on policy development and ensure the effective implementation thereof. Review and ensure effective workflow and capacity planning. Revisit, review and streamline all processes to ensure accuracy and efficiency in operations execution. Ensure the implementation of the Batho Pele Principles within the Provincial Office in all interactions with internal and external customers. Provide guidance and leadership to the Office in the achievement of GPAA strategic objectives. Develop, interpret and manage statistical information on service standards, throughout times, bottlenecks, volumes and error rates. Develop and implement quality assurance and data quality strategies and actions. Ensure the effective and uniform implementation of Standard Operating Procedures. Submits all statistics, reports and replies timely and accurately. Inform the Director about work progress, problems and corrective measures applied. Manage the delays on the payment process. Manage provincial service channels (mobile, Walk-in Centre, provincial email enquiries and client liaison services). Ensure effective risk and compliance management within the provincial office: Manage the coaching and guidance of staff on compliance to all relevant regulatory, internal and external compliance requirements. Proactively develop and implement a risk management plan and report on all risk according to required format. Analyse, interpret and implement departmental policies, organisational circulars and other communications that impact on the operation of the provincial office. Promote a corruption free environment and report any breaches. Ensure office-based auditing of procedures and proper controls. Monitor and control compliance to audit findings. Keep the risk register at the CRMMM (CRM middle management forum) updated. Monitor compliance to SHERQ (Safety, Health environment, Risk and Quality) regulations. Establish and manage relationships with all relevant stakeholders/clients to support service delivery in the province: Create, build and maintain partnerships with various internal and external stakeholders/clients in order to enhance service delivery in line with GPAA strategic objectives. Ensure that there is effective communication and engagement between the Provincial office and all relevant stakeholders/clients to enhance the GPAA strategic objectives. Ensure that various stakeholders' enquiries or complaints are directed to relevant officials for resolution. Ensure, coordinate, support and track the resolution of various stakeholder/clients' enquiries or complaints. Increase GPAA provincial footprint through the rollout of various service channels. Ensure successful business transformation within provincial office: Act as a change champion for transformation by communicating, motivating and driving change initiatives |



within the office. Recommend and implement performance improvement initiatives. Manage successful implementation of system and process enhancements, updates and amendments within the office. Provide administrative support at outreach initiatives. Plan and monitor administration for outreach initiatives. Provide input to the strategic management of the section: Compile comprehensive operational plans, quarterly and annual reports. Keep abreast with changes in relevant guidelines and other legislation, to make recommendations where policies and procedures need to be amended. Develop, enhance and implement policies, processes and procedures that are relevant to the section and enhance service delivery. Collaborate with internal and external stakeholders to implement new systems and processes, enabling integration to other areas. Section management: Manage the performance of direct and indirect reports in accordance with the GPAA Performance management policy and procedure. Identify training and development needs, implementing plans to address requirements as appropriate. Manage discipline and absenteeism in accordance with organizational codes and procedures. Facilitate communication through appropriate structures and systems. Manage compliance with agreed budgets in consultation with the Director, ensuring that costs are contained. 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 section which minimize potential risks to stakeholders. Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc.) within the provincial office.

**ENQUIRIES** : Mapule Mahlangu Tel No: (012) 399 2639 or Melusi Dhlamini Tel No: (012) 319 1284

**APPLICATIONS** : It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit2@gpaa.gov.za](mailto:Recruit2@gpaa.gov.za) quoting the reference number in the subject heading of the email. [failure to adhere to this will result in decline of application/s].

**NOTE** : The purpose of the job is to ensure effective and efficient pension service delivery in line with GPAA strategy in the Gauteng Province and National Departments. One permanent position of Deputy Director: Provincial Office EGLS (Employer and Government Liaison Services) and one Deputy Director: Gauteng Regional Office (Pretoria) are currently available at the Government Pensions Administration Agency.

**POST 23/47** : **SENIOR CLIENT LIAISON OFFICER (X5 POSTS)**  
Client Relationship Management  
Permanent

**SALARY CENTRE** : R582 444 per annum (Level 10)  
: Cape, Free State, Western Cape, Eastern Cape and Mpumalanga  
For Kimberley USE: Ref No: SCLO/KIM/2025/06-1P  
For Bloemfontein USE: Ref No: SCLO/FS/2025/06-1P  
For Cape Town USE: Ref No: SCLO/CT/2025/06-1P  
For Bisho USE: Ref No: SCLO/BISH/2025/06-1P  
For Nelspruit USE: Ref No: SCLO/NEL/2025/06-1P

**REQUIREMENTS** : A relevant three-year B degree/National Diploma or equivalent three-year qualification (minimum 360 credits) with three to five (3 – 5) years' experience in the Client Relationship Management environment of which two (2) years supervisory experience OR three to five (3 – 5) years' experience in the Client Relationship Management environment of which two (2) years' middle management experience. Computer literacy that would include a good working knowledge of Microsoft office products. Valid driver's license is mandatory, at least two years old (a copy will be requested to verify). 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 two indigenous languages spoken in the region. Knowledge of Driving (with a valid driver's license). Good analytical skills. Good computer skills (Microsoft packages essential and systems used such as RMC and PCM will serve as an advantage). Good customer relations skills. Good problem-solving skills. Good communications skills with the ability to communicate at all levels (verbal,

## **DUTIES**

written and presentation skills). Outgoing personality. Ability to build strong network relationships. Ability to work in a team.

: The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Providing education and training: Conduct training to HR unit on correct completion of GEFP and related product documentation. Conduct workshops to members, employers and stakeholders where an explanation of GPAA will be given with related processes. Conduct Roadshows to members, employers and stakeholders where an explanation of GPAA will be given with related processes. Conduct Induction Programme to members, employers and stakeholders where an explanation of GPAA will be given with related processes. Plan, develop education materials, monitor and evaluate the Programme and conduct presentations to HR unit about Retirement member campaign. Conduct training of new/current Pension Case Management system (PCM). Inculcating compliance on management of SLA. Instrumental in guiding where Mobile services are required and propose the inclusion of identifying the need for mobile services at a department or specific region within the province. Compliance of employers and stakeholders: Ensuring compliance of performance from the employer departments. Follow-up/trace missing information on outstanding documents in order to enable finalization of the process (Trace members for outstanding life certificate). Monitor documents received on Pension Case Management (PCM) on a daily basis. Ensure that SLA's are adhered to. Ensure that GPAA rules, products and processes are known and adhered to. Enquiry management (General and RMC): Check member queries through wireless facility and resolve on site. Provide information regarding member cases. Facilitate meetings with relevant client departments in resolving administrative issues. Confirm member status with employer (RMC). Update member information on the RMC portal application. Requesting and receiving additional information from employer with regard to GEFP and related product documentation. Interaction with Compensation Fund regarding IOD enquiries. Collection of GEFP and related product documentation (including medical pensions and IOD): Pre-verification of documents received from employer, member and third party. Checking and capturing of documents. Bar coding, linking and indexing of documents. Scanning documents onto PEKWA. Quality assurance of each case using control sheet. Collect supporting documents for RMC processes. Collect original awards from employer regarding IOD. Provide effective administration of the unit: Supervise the Client Liaison Officers (CLO's) performance. Supervise the CLO's development and training. Effective communication to CLO's. Formal disciplinary authority. Effective management of the section and CLO's. Identify system improvement opportunities through process quality cycle. Compile feedback reports for RMC and PMC on a weekly and monthly basis.

## **ENQUIRIES**

: Celimpilo Mthembu Tel No: (012) 319 1275 or Felicia Mahlaba Tel No: (012) 319 1455.

## **APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit1@gpaa.gov.za](mailto:Recruit1@gpaa.gov.za) quoting the reference number in the subject heading of the email. [failure to adhere to this will result in decline of application/s].

## **NOTE**

: Purpose of the post: The aim of the positions is to provide client outreach, education and employer compliance through: enhancement of current administrative processes and systems; Employer and labour education and training initiatives; contributing member and pensioner education and Spouse/Beneficiary education. Various permanent positions of Senior Client Liaison Officer are available at the offices of the GPAA stationed at various locations.

## **POST 23/48**

: **ASSISTANT DIRECTOR: WITHDRAWALS REF NO: ASD: WITH/2025/06-1P**  
Program 2.2 Employee Benefits  
Permanent

## **SALARY CENTRE REQUIREMENTS**

: R582 444 per annum (Level 10)  
: Pretoria Head Office  
: An appropriate B Degree/National Diploma or equivalent three-year qualification (at least 360 credits) within the Finance field with three (3) to five (5) years proven relevant experience within Employee Benefits environment of which two (2) years supervisory experience or two (2) years junior

management experience. Computer literacy that would include a good working knowledge of Microsoft Office products (Word, Excel). Knowledge of Employee Benefits. Knowledge of applicable legislation within GEPP. Knowledge of GEPP law. Knowledge of GEPP services and products. Knowledge of Public Service Prescripts and Legislation. Knowledge of Civil Pension Software (CIVPEN), Workflow and Portal. Managerial and leadership skills. Ability to delegate. Ability to establish controls and monitor tasks. Planning and organizing skills. Decision making and problem-solving skills. Ability to prioritise and meet deadlines. Good communications skills with the ability to communicate at all levels (verbal, written and presentation skills). Accuracy, thoroughness and ability to detect errors. Interpersonal relations skills. Customer oriented. Persuasiveness and flexibility. Ethical business conduct – adhering to business ethics. Ability to work under pressure.

## **DUTIES**

: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Monitor the implementation of processes and activities 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 Withdrawals and broader EB environment and implement effective business solutions. Implement the Operational Business Plan for EB Withdrawals to support and achieve the strategic objectives of EB. Ensure operational compliance with applicable legislation, statutes, policies and rules to ensure that the GEPP and National Treasury are not exposed to any risk or non-compliance. Implement and maintain an effective system of internal controls, control environment and delegation of authority for the EB Withdrawals Unit to ensure that staff is accountable for decisions made and work performed. Assist in the compilation and presentation of service delivery performance reports/progress for Senior Management. Develop and Review EB operations processes and systems: Conduct analysis on policies and make recommendations. Sound knowledge and ability to utilize systems used within the Withdrawals unit. Improve business relationships with employers and other stakeholders by eliminating old cases on hand. Monthly status report to stakeholders. Management and development of staff: Manage the performance of the unit which involves coaching, mentoring and take corrective action where required, develop performance standards and evaluate team and individuals. Monitor staff regarding human resources 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. Provide daily, weekly, monthly, quarterly and annual statistics. Ensure and maintain discipline. Continuous and consistent communication to staff.

## **ENQUIRIES**

: Mbongiseni Nkosi Tel No: (012) 399 2202 or Sisipho Manzi Tel No: (012) 319 3434

## **APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit3@gpaa.gov.za](mailto:Recruit3@gpaa.gov.za) quoting the reference number in the subject heading of the email.

## **NOTE**

: The purpose of the role is to provide management support in the implementation of all Withdrawals activities, processes and payment of pension benefits within the GPAA. One permanent position of Assistant Director: Withdrawals is currently available at the Government Pensions Administration Agency in Pretoria Head office

## **POST 23/49**

: **ASSISTANT DIRECTOR: OFFICE MANAGER: OFFICE OF THE CEO REF NO: ASD/OM/CEO/2025/05-1P**  
Office of the CEO  
Permanent

## **SALARY CENTRE**

: R468 459 per annum (Level 09)  
: Pretoria Head Office

## **REQUIREMENTS**

: An appropriate three-year National Diploma | Bachelor's Degree or equivalent three-year qualification (with minimum 360 credits) in Public Service Administration / Office management or relevant, coupled with a minimum of three (3) to five (5) years' relevant demonstrated/practical experience within an Office Management environment. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of prescribed Regulations and Policies, PFMA, National Treasury Regulations. Knowledge of Public Service Regulations and other Government prescripts. Analytical skills. Problem-solving skills. Communication skills (written and verbal).

**DUTIES**

Planning and organizing skills. Report writing skills. Assertive. Proactive. Quality driven. Team player. Ability to work independently.

: The successful incumbent will be responsible for a wide variety of tasks which include but not limited to the following: To ensure, coordinate and oversee Ministerial, Parliamentary and Intergovernmental relations: Compliance with parliamentary programme. Compliance with Cabinet. Cluster Committee Programmes. Manage internal and external stakeholder relations. Relevant information is shared with stakeholders on a regular basis. Provide parliamentary support services: Attend all GPAA Portfolio and Select Committee meetings. Attend to all GPAA related Parliamentary activities. Provide feedback on Parliamentary questions and queries relating to GPAA. Provide international liaison services. Conduct proper Document Management practices: Transcribe and type written and dictated communication. Review, annotate, register, classify, prioritise and distribute incoming correspondence. Reply to correspondence of routine nature. Prepare and review submissions. Record and route outgoing correspondence. File all relevant documents for record purposes. To maintain and establish an efficient administrative system for coordinating work: Develop and maintain records management system in the Office of the CEO as per GPAA's approved file plan. Develop a disposal programme (Office of the CEO) in sync with the National Archives Act. Screen and register incoming submissions. Requisition of stationery and office resources as and when required. Manage and update the filing system in the office to ensure easy access to filed documents. Coordination of the submission of Executive Managers (Head Office and Regions) weekly schedules. Coordination of submission of quarterly reports. Coordination of staff reviews and engagement with direct staff. Planning, reporting and coordination of stakeholder engagements and meetings.

**ENQUIRIES**

: Ms Nthabiseng Mosimanyana Tel No: (012) 319 1324 or Mr Kgauelo (Vusi) Makua Tel No: (012) 399 2299

**APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit4@gpaa.gov.za](mailto:Recruit4@gpaa.gov.za) quoting the reference number in the subject heading of the email.

**NOTE**

: The purpose of this role is to manage, coordinate and oversee Ministerial, Parliamentary and Intergovernmental relations. One permanent position of Assistant Director: Office Manager is currently available at the Government Pensions Administration Agency in Pretoria Head office

**POST 23/50**

: **ASSISTANT DIRECTOR: INTERNAL AUDIT (ICT) REF NO: ASD/IT-AUDIT/2025/06-01P**  
Internal Audit  
Permanent

**SALARY**

: R468 459 per annum (Level 09)

**CENTRE**

: Pretoria Head Office

**REQUIREMENTS**

: A recognized three-year National Diploma/B Degree/B Tech qualification in Internal Audit / Information Systems Audit (NQF 6 with at least 360 credits). Coupled with three to five years Internal Audit working experience in IT Auditing and with (2) years' supervisory / management experience. Professional registration as Certified Internal Auditor (CIA) or Certified Information Systems Auditor (CISA) will be preferred/ideal Membership of the Institute of Internal Auditors South Africa (IIA). Computer literacy that would include a good working knowledge of Microsoft Office products. Computer literacy in TeamMate and ACL/data analytics will be an advantage. Knowledge of IT audits (applications and general controls) and assisting the organization to achieve its objectives and mitigate risks. Knowledge of Internal audit procedures and systems. Knowledge of principles & applications of good corporate governance, business and operational risk and control processes and procedures. Knowledge of SA Public Service & Labour Legislation including Public Service Act, LRA, OHS Act, King Report. Knowledge of Standards for the Professional practice of Internal Auditing and the Code of Ethics developed by Institute of Internal auditors (IIA) and COBIT framework. Knowledge of Public Finance Management Act and Treasury Regulations. Knowledge of Management Information Systems terminology, concepts & practices. Knowledge of Pension Fund legislation. Knowledge of Financial and Technical report writing. Problem solving ability / skills. People Management & empowerment. Presentation skills. Customer relationship management skills. Monitoring & Evaluation techniques. Project management skills. Analytical

## **DUTIES**

thinking. Attention to detail. Honesty and integrity. Customer focus. Team player. Professionalism.

: The successful candidate will be responsible for the following functions and include but not limited to: Supervise and participate in the development of strategic internal audit plans: Identify the key risk areas for GPAA emanating from current operations as set out in the strategic plan and risk management strategy. Participate in the development of the three-year strategic risk based on audit plans. Participate in the development of the annual audit operational plan. Participate in the coordination with other internal and external service providers of assurance to ensure proper coverage to minimize duplication of effort. Supervise assistance to and assist the Chief audit executive in maintaining efficient and effective controls and achieving the objectives of the department by evaluating the department's controls / objectives, to determine their effectiveness and efficiency through internal audits: Prepare notification letters, engagement letter and audit project plan. Prepare the risk and control matrix to identify risks, controls and system/process weaknesses or gaps, and advice on remedial actions. Develop proposals to determine the scope of allocated internal audits. Collect, analyse and interpret data for purposes of the development of the engagement work program. Develop the engagement work program and approval of the audit program from the CAE before execution. Supervise and execute the allocated internal audits. Develop findings and recommendations for the enhancement of controls/processes. Compile and review audit report for each engagement. Monitor progress on the implementation of agreed upon action plans and prepare a findings analysis report. Review, collect information and compile reports to the CAE and Audit manager: Review progress reports. Compile and present Annual and Quarterly reports to the CAE and audit team. Keep up to date with new developments in the internal audit environment: Study professional journals and publications to ensure that cognisance is taken of new developments. Continuously monitor and study the relevant industry, legislative changes and policy frameworks. Engage in relevant continuous professional development activities (tools and techniques) as required / prescribed. Supervise employees to ensure an effective internal audit service: General supervision of employees. Allocate duties and perform quality control on the work delivered by subordinates (Auditors). Advise and lead subordinates regarding all aspects of the work. Manage performance, conduct and discipline of subordinates. Ensure that all subordinates are trained and developed to enable them to deliver work efficiently and effectively of the required standard. Provide inputs for the enhancement of the audit methodologies and technologies.

## **ENQUIRIES**

: Shandukani Tshiuda Tel No: (012) 319 1102 or Mapule Mahlangu Tel No: (012) 399 2639

## **APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit2@gpaa.gov.za](mailto:Recruit2@gpaa.gov.za) quoting the reference number in the subject heading of the email.

## **NOTE**

: The purpose of the role is to supervise and execute internal audit assurance and consultancy engagement to support the implementation of the approved Internal Audit Operational Plan, providing assurance on Governance, Risk Management and control processes in accordance with IIA Standards and Legislative framework. One permanent position for an ASD: Internal Audit (ICT) is currently available at the Government Pensions Administration Agency.

## **POST 23/51**

: **OFFICE MANAGER (X4 POSTS)**  
Client Service Management  
Permanent

## **SALARY CENTRE**

: R468 459 per annum (Level 09)  
: Kimberley in Northern Cape, Cape Town in Western Cape, Nelspruit in Mpumalanga and Bloemfontein in Free State.  
For Kimberley USE: Ref No: OM/CRM/KIMB/2025/06-1P  
For Cape Town USE: Ref No: OM/CRM/CT/2025/06-1P  
For Nelspruit USE: Ref No: OM/CRM/NEL/2025/06-1P  
For Bloemfontein USE: Ref No: OM/CRM/BFN/2025/06-1P

## **REQUIREMENTS**

: A degree/N Dip or equivalent three-years qualification (with minimum 360 credits) with a minimum of three to five (3 -5) years' relevant experience in the Client Relations Management environment. The experience gained should include at least two (2) years' supervisory experience or two (2) years junior management 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 (a copy will be requested to verify). 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 two indigenous languages spoken in the region. Knowledge of driving (hence the requirement for a valid driver's license). Good analytical skills. Computer literacy. Good customer relations. Problem solving skills. Good communications skills with the ability to communicate at all levels (verbal, written and presentation skills). Ability to build strong network relationships. Ability to work in a team. Outgoing personality.

## **DUTIES**

: The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Supervise effective operations management within the office: Implement and maintain an annual operational performance plan complemented by action plans for service delivery in the Provincial offices. Provide input and advice on policy development and ensure 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 Branch/Provincial office in all interactions with internal and external customers. Provide input to the Provincial Manager to enable the 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 in a timely manner. Inform the Provincial Manager about work progress, problems and corrective measures applied. Track, resolve, and escalate delays in 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 with audit findings. Provide administrative support in compliance with SHERQ (Safety, Health environment, Risk and Quality). 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 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. Ensure successful implementation of the system and process enhancement, updates and amendments within the office. Maintain relationships with all relevant stakeholders/clients 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 stakeholders/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 taking corrective action (including disciplinary action) where required. Develop performance standards and evaluate 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**

: Sanele Ngema Tel No: (012) 399 3501 or Kgaugelo Makua Tel No: (012) 399 2299.

## **APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit4@gpaa.gov.za](mailto:Recruit4@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 client services at the Provincial/Branch Office. Various permanent positions of Office Manager

are currently available at the Government Pensions Administration Agency: Client Relations Management Section across Provinces.

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| <b><u>POST 23/52</u></b>   | : | <b><u>CLIENT LIAISON OFFICER (X2 POSTS)</u></b><br>Client Relationship Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><u>SALARY</u></b>       | : | R468 459 per annum (Level 09)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b><u>CENTRE</u></b>       | : | Eastern Cape (Port Elizabeth) and Western Cape (Cape Town)<br>For Port Elizabeth USE: Ref No: CLO/CRM/PE/2025/06-1P<br>For Cape Town USE: Ref No: CLO/CRM/CT/2025/06-1P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>REQUIREMENTS</u></b> | : | A three-year degree/national diploma or equivalent three-year qualification (at least 360 credits) with a minimum of 3 – 5 years' relevant experience in the Client Relations management environment. A valid driver's license is mandatory, at least two years old (a copy will be requested to verify). Proficiency in English is a requirement and the ability to speak any of the other official languages spoken in the province where applying. Computer literacy that would include a good working knowledge of Microsoft Office products. Knowledge of Employee Benefits. Knowledge of Client Relations Management. Knowledge of GEPF services and products. Geographical knowledge of the region applying for. Knowledge of two indigenous languages spoken in the region applying for. Driving skills (hence the requirement of a driver's license). Good analytical skills. Strong customer orientation with good customer relations skills. Excellent problem-solving skills. Ability to build strong network relationships. Ability to work in a team. Ability to take responsibility and to work independently. Good communications skills both written and verbal with the ability to communicate at all levels including excellent presentation skills. Outgoing personality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b><u>DUTIES</u></b>       | : | The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Providing education and training: Conduct training to HR Unit on correct completion of documentation to be submitted to GPAA. Conduct workshops and roadshows to members, employers and stakeholders to create understanding of products used and processes to be followed. Conduct Induction programmes to employees and stakeholders to create understanding of products used and processes to be followed. Plan presentation of education materials, monitor and evaluate the effectiveness of programmes conducted, recommending enhancements. Market new services offered by GPAA by conducting training of new/current users including Pension Case Management system (PCM). Promote compliance with GPAA's processes and procedures. Compliance of employers and stakeholders: Check reported feedback regarding compliance of performance from the employer departments. Follow-up/trace missing information on outstanding documents in order to enable finalisation of the process (Trace members for outstanding life certificates). Analyse documents received on PCM to provide feedback to departments on core issues identified, highlighting key issues to Senior Client Liaison Officer. Ensure that GPAA rules, products and processes are understood and adhered to. Enquiry management (General and RMC): Check member queries through wireless facility and resolve on site. Provide information regarding member cases. Facilitate meetings with relevant client departments in resolving administrative issues. Confirm member status with employer (RMC). Update member information on the RMC portal application. Requesting and receiving additional information from employer with regards to medical and IOD. Interaction with Compensation Fund regarding IOD enquiries. Collection of all documentation: Pre-verification of documents received from employer, member and third party. Checking and capturing of documents. Bar coding, linking and indexing of documents. Scanning documents onto PEKWA. Quality assurance of each case using control sheet. Collect supporting documents for RMC processes. Collect original awards from employer regarding IOD. |
| <b><u>ENQUIRIES</u></b>    | : | Elimpilo Mthembu Tel No: (012) 319 1275 or Felicia Mahlaba Tel No: (012) 319 1455.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>APPLICATIONS</u></b> | : | It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit1@gpaa.gov.za">Recruit1@gpaa.gov.za</a> quoting the reference number in the subject heading of the email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><u>NOTE</u></b>         | : | The purpose of the Client Liaison Officer is to provide client outreach, education, and employer compliance. Various permanent positions of Client Liaison Officer are currently available at the offices of the GPAA stationed at various locations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| <b><u>POST 23/53</u></b>    | : | <b><u>OFFICE SUPERVISOR (X4 POSTS)</u></b><br>Client Relationship Management<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>SALARY CENTRE</u></b> | : | R397 116 per annum (Level 08)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                             | : | Northern Cape (Kimberley); Western Cape (Cape Town); Mpumalanga (Nelspruit); Gauteng (Pretoria)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                             |   | For Kimberley USE: Ref No: OS/CRM/NC/2025/06-1P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                             |   | For Cape Town USE: Ref No: OS/CRM/WC/2025/06-1P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                             |   | For Nelspruit USE: Ref No: OS/CRM/MP/2025/06-1P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                             |   | For Gauteng USE: Ref No: OS/CRM/GAUTENG/2025/06-1P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b><u>REQUIREMENTS</u></b>  | : | A relevant three-year Diploma/Degree or equivalent three-year qualification (minimum 360 credits) coupled with three (3) years' experience in Client Relationship Management environment, of which 12 months supervisory experience OR A relevant three-year Diploma/Degree or equivalent three-year qualification (minimum 360 credits) coupled with five (5) years' Client Relationship management experience. Computer literacy that would include a good working knowledge of Microsoft office products. Knowledge of Employee Benefits. Knowledge of client relations management. Knowledge of GEPP services and products. Geographical knowledge of the region applying for. Knowledge of two indigenous languages spoken in the region applying for. Good analytical skills. Good computer skills (Microsoft packages). Good customer relations skills. Good problem-solving skills. Good communications skills with the ability to communicate at all levels (verbal, written and presentation skills). Outgoing personality. Ability to build strong network relationships. Ability to work in a team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>DUTIES</u></b>        | : | The incumbent will be responsible for a wide variety of tasks which include but are not limited to the following: Monitor and resolve queries within CRM referred from front line service points/mobile office within service level agreements: Ensure follow-ups and finalization of enquiries referred to other business units, within agreed time frames. Ensure that emails, web queries, posted queries / courier services, faxes are responded to within an allocated time frame. Provide further information from other business units required to resolve inquiries. Ensure completion of updating on the systems. Resolve queries and complaints escalated by CSA's. Monitor quality of service provided by CSA'S. Provide and monitor Client Liaison Services within the Office: Interact with other departments on outstanding queries. Provide relationship management on any changes happening in the various business units. Provide / request feedback to various stakeholders via emails or telephone on / for outstanding information as well as on finalized cases. Manage the administration of documents received. Ensure that all documents are scanned and indexed. Provide administrative support at outreach initiatives. Compile reports and give feedback to the relevant stakeholders / clients: Compile and edit reports. Assist with the annual audit. Report on activities within back office or mobile office. Check and update consolidated / escalation enquiries and complaints. Supervision of staff: Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide monthly statistics. Ensure that subordinates are informed about changes in work environment or management decisions. |
| <b><u>ENQUIRIES</u></b>     | : | Sisipho Manzi Tel No: (012) 319 3434 or Mbongiseni Nkosi Tel No: (012) 399 2202                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>APPLICATIONS</u></b>  | : | It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit3@gpaa.gov.za">Recruit3@gpaa.gov.za</a> quoting the reference number in the subject heading of the email [failure to adhere to this will result in decline of application/s].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b><u>NOTE</u></b>          | : | The aim of the positions is to oversee and implement the administration of the clients' services at provincial / branch / mobile office. Various permanent positions of Office Supervisor are currently available at the offices of the GPAA stationed at various locations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><u>POST 23/54</u></b>    | : | <b><u>ADMIN SUPPORT: INTERNAL AUDIT REF NO: AS/IA/2025/06-1P</u></b><br>Internal Audit<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b><u>SALARY CENTRE</u></b> | : | R397 116 per annum (Level 08)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                             | : | Pretoria Head Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



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| <b><u>REQUIREMENTS</u></b> | : | A three-year National Diploma/B Degree or equivalent three-year qualification (at NQF 6 with at least 360 credits) in Public Service Administration/Risk Management/Internal Audit with 3 years relevant experience within the Internal Audit. Computer literacy that would include a good working knowledge of Microsoft Office products and exposure in Teammate will be an advantage. Experience in supporting audit committee or executive committee, through relationship management and logistics may receive preference. Knowledge of Corporate Governance (King IV). Knowledge of Risk Management Processes (COSO, ISO 31000). Knowledge of Teammate. Knowledge of Prescribed Regulations & Policies such as Public Service Regulations, PFMA, National Treasury Regulations and other Government prescripts. Analytical skills. Problem solving skills. Communication skills (verbal and written). Planning & Organizing skills. Report writing. Assertive. Proactive. Quality driven. Problem solver. Ability to work independently. Team player.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b><u>DUTIES</u></b>       | : | The successful incumbent will be responsible for a wide variety of tasks which include, but not limited to the following: Provide general support to the Internal Audit Component Risk Analysis and monitoring process: Assist with the formulation of Internal controls. Assist in developing internal control policies, procedures and processes. Render assistance in audit testing of potential risk areas and identify reportable issues. Monitor and assure compliance with internal control functions as contained in the legislative framework and departmental policies. Assist in conducting quarterly internal control projects from the planning, execution, and reporting phase of the projects. Assist in conducting of follow up on the findings raised by Internal Control, and AGSA. Assist in the administration of request of information for purpose of internal and external audit. Assist in the reviewing of the AFS for interim and final audit for both internal and external auditors. Management and updating of Internal Audit System (Teammate): Document risk information on Teammate system. Assist in planning, scheduling and providing end-user training on Internal Audit/Risk software. Administration of the Teammate. Capture progress notes on Teammate after monitoring (implementation of action plans). Print Reports from Teammate. Conduct proper Document management practices: Transcribe and type written and dictated communication. Review, annotate, register, classify, prioritise and distribute incoming correspondence. Reply to correspondence of routine nature. Prepare and review submissions. Record and route outgoing correspondence. File all relevant documents for record purposes. Provide Administrative support to the Internal Audit Unit: Provide logistical support services for meetings, workshops and seminars relating to internal control. Assist in Co-coordinating GPAA Committee meetings. Prepare GPAA Audit Committee meeting packs before the meeting. Assist with any administrative duties to ensure effective operation of risks to the GPAA Audit Committee and the Unit. |
| <b><u>ENQUIRIES</u></b>    | : | Mapule Mahlangu Tel No: (012) 399 2639                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b><u>APPLICATIONS</u></b> | : | It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit2@gpaa.gov.za">Recruit2@gpaa.gov.za</a> quoting the reference number in the subject heading of the email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b><u>NOTE</u></b>         | : | The purpose of the role is to ensure efficient and effective administrative support of Internal Audit activities and secretariat of the audit committee. One permanent position for an Admin Support: Internal Audit is currently available at the Government Pensions Administration Agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b><u>POST 23/55</u></b>   | : | <b><u>SENIOR ADMINISTRATION OFFICER: EB WITHDRAWALS REF NO: SAO/EB/2025/06-1P</u></b><br>Program 2.2 Employee Benefits<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>SALARY</u></b>       | : | R397 116 per annum (Level 08)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><u>CENTRE</u></b>       | : | Pretoria Head Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b><u>REQUIREMENTS</u></b> | : | An appropriate and recognized three-year qualification (Degree/National diploma/equivalent three-year qualification with at least 360 credits – NQF 6) within the Finance field with three (3) years appropriate proven experience in Employee Benefits which should include twelve (12) months supervisory experience OR an appropriate and recognized three-year qualification (Degree/National diploma/equivalent three-year qualification with at least 360 credits – NQF 6) within the Finance field with five (5) years appropriate proven experience in Employee Benefits. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|                            | Word, as well as CIVPEN, Workflow and Portal. Knowledge of Employee Benefits, GEP Law. Knowledge of applicable Legislation within GEPP. Knowledge of Civil Pension Software (CIVPEN), Workflow and Portal. Knowledge of GEPP products and services. Knowledge of Public Service Prescripts and Legislation. Ability to establish controls and monitor tasks. Supervisory skills. Planning and organizing skills. Good communication skills with the ability to communicate at all levels (verbal, written and presentation skills). Interpersonal skills. Administration skills. Accuracy, thoroughness and ability to detect errors. Ability to prioritize and meet deadlines. Customer service orientation. Persuasiveness and flexibility. Ability to work under pressure. Ethical business conduct – adhering to business ethics. Accountability. Teamwork.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b><u>DUTIES</u></b>       | : The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Supervise payment processes within the Withdrawals Unit: Effective administrative supervision of the processing and authorization of pension claims. Administrative supervision of incoming claims: programming and distribution of pension claims for processing and authorization. Administrative supervision of Rejected and Redirected claims. Administrative supervision of payment and Master letters & Quality Assurance of authorized Claims. Administrative supervision of declined Tax Directives enquiries and Letters thereof. Administration supervision of claims 60 days and older on the MIS. Supervision of effective document tracking and management thereof. Effective daily productivity management by target(s). Effective error management by target(s). Submission of Statistics & Reports. Effective response and resolution of enquires. Achievement of Withdrawals Operational objectives linked to the Service Legal Agreement and Annual Performance Plan. Reporting of System problems. Supervise payment processes within the unit: Thorough explanation and interpretation of GEP Law, policies, rules and regulations. Monitor regular adherence to current processes and procedures and put improvements in place. Assistance in removing CIVPEN warnings before cases go to payments for finalization. Ensure safe custody of payment cases. Ensure customer queries are resolved amicably. Ensure escalated queries are attended to urgently. Check accuracy of manual calculations. Identify payments that need manual intervention or re-calculation. Authorize captured pension benefit and recover all liabilities. Report system problems and fraudulent actions and possible risks to Managers. Supervise the effective administration of the unit: Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide monthly statistics. Ensure that subordinates are informed about changes in work environment or management decisions. |
| <b><u>ENQUIRIES</u></b>    | : Mbongiseni Nkosi Tel No: (012) 399 2202 or Sisipho Manzi Tel No: (012) 319 3434                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><u>APPLICATIONS</u></b> | : It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit3@gpaa.gov.za">Recruit3@gpaa.gov.za</a> quoting the reference number in the subject heading of the email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b><u>NOTE</u></b>         | : The purpose of the role is to effectively and efficiently supervise EB Withdrawals Processes within GPAA. One permanent position for a SAO: EB Withdrawals is currently available at the Government Pensions Administration Agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b><u>POST 23/56</u></b>   | : <b><u>SENIOR ADMINISTRATION OFFICER EB SPECIAL PROJECTS REF NO: SAO/EB-SP/2025/06-3P (X3 POSTS)</u></b><br>Program 2.2 Employee Benefits<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>SALARY</u></b>       | : R397 116 per annum (Level 08)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b><u>CENTRE</u></b>       | : Pretoria Head Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><u>REQUIREMENTS</u></b> | : An appropriate and recognized three-year qualification (Degree/National diploma/equivalent three-year qualification with at least 360 credits – NQF 6) preferably in the Finance field with three (3) years appropriate proven experience in Employee Benefits which should include twelve (12) months supervisory experience OR an appropriate and recognized three-year qualification (Degree/National diploma/equivalent three-year qualification with at least 360 credits – NQF 6) preferably within the Finance field with five (5) years appropriate proven experience in Employee Benefits. Computer literacy that would include a good working knowledge of Microsoft Office products, especially Microsoft Excel and Word, as well as CIVPEN, Workflow and Portal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|                            |   | Knowledge of Employee Benefits, GEP Law. Knowledge of applicable Legislation within GEPF. Knowledge of Civil Pension Software (CIVPEN), Workflow and Portal. Knowledge of GEPF products and services. Knowledge of Public Service Prescripts and Legislation. Ability to establish controls and monitor tasks. Supervisory skills. Planning and organizing skills. Good communication skills with the ability to communicate at all levels (verbal, written and presentation skills). Interpersonal skills. Administration skills. Accuracy, thoroughness and ability to detect errors. Ability to prioritize and meet deadlines. Customer service orientation. Persuasiveness and flexibility. Ability to work under pressure. Ethical business conduct – adhering to business ethics. Accountability. Teamwork.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b><u>DUTIES</u></b>       | : | Supervise Employee Benefits processes within the unit: Interpretation and application of the relevant laws, rules, regulations and policies to ensure accurate EB processing. Sound knowledge and ability to utilize systems used within the unit. Effective checking of cases. Effective management and record keeping of errors in the section. Provide update on status of projects to managers. Assistance in approving or rejecting quotes received from members. Assistance in authorizing quotations. Assistance in keeping record of paid cases for all the Departments. Supervise payment processes within the unit: Thorough explanation and interpretation of GEP Law, policies, rules and regulations. Monitor regular adherence to current processes and procedures and put improvements in place. Assistance in removing warnings before cases go to payments for finalization. Payments of Past Discriminatory practices. Ensure safe custody of payment cases. Ensure customer queries are resolved amicably. Ensure escalated queries are attended to urgently. Check accuracy of manual calculations. Accurately identify payments that need to be done manually / re-calculated. Authorize captured pension benefit and recover all liabilities. Report system problems and fraudulent actions and possible risks to Managers. Ensure that documents are correctly linked to the correct CP and pension number. Effective processing of forms for the death benefits payments. Supervise the effective administration of the unit: Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide monthly statistics. Ensure that subordinates are informed about changes in work environment or management decisions. |
| <b><u>ENQUIRIES</u></b>    | : | Mbongiseni Nkosi Tel No: (012) 399 2202 or Sisipho Manzi Tel No: (012) 319 3434                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b><u>APPLICATIONS</u></b> | : | It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to <a href="mailto:Recruit3@gpaa.gov.za">Recruit3@gpaa.gov.za</a> quoting the reference number in the subject heading of the email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>NOTE</u></b>         | : | The purpose of the role is to effectively and efficiently supervise EB Processes within GPAA. Various permanent positions for SAO: Special Pensions are currently available at the Government Pensions Administration Agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><u>POST 23/57</u></b>   | : | <b><u>SENIOR FUND ACCOUNTANT CONTRIBUTIONS MANAGEMENT REF NO: SFA:CM/2025/06-3P (X3 POSTS)</u></b><br>Program 2.2 Employee Benefits<br>Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b><u>SALARY</u></b>       | : | R397 116 per annum (Level 08)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b><u>CENTRE</u></b>       | : | Pretoria Head Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><u>REQUIREMENTS</u></b> | : | An appropriate B Degree/National Diploma or equivalent three-year qualification (at least 360 credits) in Finance/related field with 3 years' proven experience within Finance/Contributions Management/Retirement fund administration/ retirement processing environment of which 12 months includes supervisory experience. An appropriate B Degree/National Diploma or equivalent three-year qualification (at least 360 credits) in Finance /related field with 5 years proven experience within a Finance / Contributions Management / Retirement Fund administrator / Retirement processing environment. Computer literacy that would include a good working knowledge of Microsoft Office products (Word, Excel). Knowledge of Administration of Employee Benefits (including retirement industry experience). Knowledge of applicable legislation within Employee Benefits. Knowledge of Financial Administration. Knowledge of GEPF services and products. Business analytical skills. Planning and organizing skills. Decision making and problem-solving skills. Interpersonal relation skills. Customer oriented. Ability to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## **DUTIES**

communicate effectively at all levels. Ability to work independently. Honesty, reliability & integrity. Ability to work under pressure. Ability to delegate. Managerial, motivation and training skills. Retirement industry courses and

: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Ensure the reconciliation of Electronic and Manual Contributions for GEPP and updating of member's pensionable salary amount for the issuing of Benefit Statements. Manage fund accountants reporting to you and tasks assigned to them. Check, confirm and sign off S-drive reconciliations for all employers submitted by fund accountants (Manual employers only). Manage collection and accounting of contributions for the following month. Compile monthly sign off reconciliations for all the GEPP Funds to be reviewed and signed off by the supervisor. Authorization of contributions refunded to employers. Monitor issuing of Benefit Statements. Keep the benefit statement schedule up to date for submission and a record of statements submitted. Keep monthly statistics of progress of benefits statements issued. Compile weekly, monthly and quarterly reports. Financial year end reconciliation. Responsible for disciplinary authority. Oversee the Billing run reconciliation, Pensionable salary confirmation – Exit form Z102 calculations and Maintenance of member records. Z102's calculation and maintenance. Compilation of Z102 stats. Sign off debt acknowledgements form. Liaise with stakeholders. Monitor the complaint register and ensure queries are resolved timeously. Provide age analysis of Z102. Compile weekly, monthly and quarterly reports. Reconciliation of billing run transactions after billing run. S-drive reconciliation of salaries and personal details. Ensure the Purchase of Service (POS) and Leave Without Pay (LWP) collection. Reconciliation of Purchase of Service at member level. The receipt and collections of Purchase of Service installments for all GEPP Funds and all participating employers. Compile reconciliations sign off for all GEPP Funds. Confirmation of Purchase of Service period and outstanding amount upon receipt of withdrawal file. Oversee Reconciliation of Additional Liability Claims. Raising new Additional Liabilities claims. Checking late payment interest calculation for all employers and sign off interest letters. Ensure acknowledgement letters and other correspondence are sent to employers. Compile monthly sign-off reconciliations for all Additional Liability outstanding claims. Check performed employer additional liability estimate calculations and liaise with employer timeously. Supervision of staff. Allocate work according to skills and competencies. Manage staff performance. Develop, train and coach staff. Maintain discipline. Provide monthly statistics. Ensure that all subordinates are informed about changes in the work environment or management decisions. Responsible for discipline and productivity management.

## **ENQUIRIES**

: Felicia Mahlaba Tel No: (012) 319 1455 or Mphilo Mthembu Tel No: (012) 319 1275

## **APPLICATIONS**

: It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to [Recruit1@gpaa.gov.za](mailto:Recruit1@gpaa.gov.za) quoting the reference number in the subject heading of the email.

## **NOTE**

: The purpose of the role is to provide accounting and administrative services to the Manual Contribution function within the Government Pensions Administration Agency. Various permanent positions for Senior Fund Accountants are currently available at the Government Pensions Administration Agency

## **POST 23/58**

: **FUND ACCOUNTANT CONTRIBUTIONS MANAGEMENT REF NO: FA:CM/2025/06-6P (X6 POSTS)**  
Program 2.2 Employee Benefits  
Permanent

## **SALARY**

: R325 101 per annum (Level 07)

## **CENTRE**

: Pretoria Head Office

## **REQUIREMENTS**

: An appropriate B Degree/National Diploma or equivalent three-year qualification (at least 360 credits) in Finance/related field with 2 years' proven experience within Finance/Contributions Management/Retirement fund administration/ retirement processing environment/ related environment. Computer literacy that would include a good working knowledge of Microsoft Office products (Word, Excel) and experience in BAS / Polfin / similar accounting system will serve as an advantage. Knowledge on performing reconciliations. Knowledge of Administration of Employee Benefits. Knowledge

## **DUTIES**

of applicable legislation within Employee Benefits, Financial Administration, GEPF service and products. Business analytical skills, Decision making and Problem-solving skills, Communication skills (written and verbal), Interpersonal relation skills, Customer Oriented, Ability to work independently, Honesty. Reliability and Integrity, Ability to work under pressure.

: The incumbent will be responsible for a wide variety of tasks which includes but are not limited to the following: Administer the capturing, allocation of receipts, reconciliation of Electronic and Manual Contributions for GEPF and updating member's pensionable salary amount for the issuing of benefit statements. Receive Bank and PMG statements from the finance section. Compare Bank statements and PMG statements with each other and do follow up on unknown. Capture and journalize receipt on CIVEN using source document. Allocation of receipts for Manual and electronic contribution employers as per salary schedule immediately after receipt would be allocated as per above breakdown. Capture journals for correction and adjustment of employer records. Collection and submission of salary schedules and follow up in writing on outstanding salary schedules supporting contribution payments. Reconciliation of contributions collected with salary schedules received. Calculation of Interest on outstanding contributions and liaise with the employer. Keep statistics on total of all errors identified fixed records and total benefits submitted to the members. Compile financial year end manual employers' provisions of contributions. Send members' benefit statement for all Manual members. Request PDF benefit statement and save on mainframe for access by the CLOs. Follow up on Basic Accounting System (BAS) / Polfin / add hoc payment with no proof/member or employer information. Loading warning on members record upon receipt of proof of payment (for all arrears/outstanding documentation). Amend receipt once confirmation is received. Send financial year end letters to employers. Conduct Member level reconciliation, billing run, updating and data cleansing for member and employer. Update and maintenance of members personal and salary after monthly reconciliation of contributions. Update personal information. Performing of member level reconciliation. Liaise with the employer department to facilitate the correction of members' records. Send list of new admissions to membership to admit members and exit of terminated members with relevant information update admission dates. Executed billing run for manual employers to create debts for each employer per fund. Creation of new employer code and PFI (payer) code and loading of bank details. Maintenance of employer information. Calculate arrears and refunds. Calculate arrears if a member has not contributed for a certain period. Send a letter with the attached calculations to the employer for payment on amount due. Upload salaries for arrear payment received. Receive and register refund requests from employers. Load a warning on the system of outstanding arrears. Calculate additional interest on arrears not received. Compile refund letters to the employer. Liaise with membership section to assist in updating member's service date. Update member/employer enquiry register. Confirmation of pensionable salary upon exit (Z102 calculations and Maintenance of member records). Receiving the member's exit (Z102) with contributions errors. Confirm that the Z102 Salary notches loaded are correct and ties up with Salary notches on the system. Extract member and employer contribution records. Confirm Z102 salaries with manual recon on S-drive for manual employers. Loading pensionable salary amount on the system. Performing the Short and Long Calculation of member's contributions. Find defective or missing data by investigating each member's record and facilitating corrections. Where payments were not received, recalculate arrear contribution plus interest. Upon receipt of arrears contributions, amend the arrear contribution warnings and send the Z 102 to the relevant section for further processing. Dispatch the member's documents/file to relevant section for further processing. Compiling daily stats and keeping record of all write-off amounts. Purchase of Service (POS) and Leave Without Pay (LWP) installments collection. Monthly reconciliation and adjustment of member debt records. Allocating payment received against the member's debt. Capture journals for the adjustment and correction of member's debt. Send letters to the member and employer regarding the outstanding POS debt. Loading pensionable salary amount on the system. Update member's purchase of service record/s upon receipt of exit file/withdrawal documents. Performing member's debt reconciliation to confirm whether all contributions were received. Effective performance of reconciliation for suspense account. Accurate passing of journal adjustments to adjust and

correct payments and member/employer records. Completing individual reconciliation. Effective reconciliation of Additional Liability claims. Raising additional liability claims debts. Capturing and allocation of receipt for Additional Liability payments received. Performing reconciliations to identify overpayment, under payments and non-payment of claims. Calculating late payment interest, sending of interest letters and adjusting employers debt timeously. Performing benefit calculations for members who wish to retire early by performing benefit calculations estimate manually and on web calculator. Performing age analysis on the long outstanding debt. Arranging the meeting with employers where disputes have been raised. Facilitating recalculations with other sections concerned if disputes arise

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