NATIONAL STUDENT FINANCIAL AID SCHEME

JOB DESCRIPTION

General Manager: Business Enablement

POSITION	General Manager: Business Enablement	REM LEVEL	Grade 14 (5 year Fixed Term Contract)
DEPARTMENT	Business Enablement	REM PACKAGE RANGE	R 1 127 334 - R1 347 879

POSITION OVERVIEW

Reporting to the Chief Operations Officer (COO), the General Manager: Business Enablement will be responsible for leading and managing a comprehensive array of business operations transformation and ICT programs and provide organization wide leadership, input into strategy, and build an efficient and effective operations within NSFAS.

The General Manager: Business Enablement will work with the COO to continually refine and implement the business transformational and enablement strategic plan as well as the more immediate annual performance plan.

The General Manager: Business Enablement will partner with his/her peers – the GM: Loans and Bursaries, GM: sBux and Heads of Departments, while also being responsible for all program planning, organizing, operating and staffing.

Will have the responsibility to work with the COO, Executive Leadership team and all employees to execute and accomplish the goals /metrics of the business transformation and enablement strategic plan.

Responsibilities include building efficient and effective operations capability in student relations, loans and bursaries, contact centre operations sBux management and funder relationship management.

RESPONSIBILITIES

Business Transformation and Enablement Programs

Provide effective and inspiring leadership as well as stewardship by being actively involved in all business transformation and enablement programs to enable the organization and operations department to:

a) Drive Business Operations and ICT integration for delivery of improved operations model focusing on front end operations (Enterprise Content Management i.e. document management)
b) Contribute to the implementation of student centred model across all outstanding institutions and ensure sustainability.
c) Implement and lead a continuous quality improvement process throughout the program, focusing on systems/process integration and improvement using available technology platforms.
d) Identify opportunities within operations to leverage cross-program strengths to take advantage of new opportunities and/or to address current organizational challenges.

e) In collaboration with the Executives, manage and cultivate existing relationships with strategic partners to secure and expand integration capabilities with Department of Home Affairs, Credit Bureau Houses, SARS, SABRICS, UIF and any other institutions that may offer tracing capabilities and data sources.

f) To establish key relationships with relevant senior process owners and Business Partners, to maintain, align and interpret future objectives, models and architecture (and when required to do so providing key inputs to the development and maintenance of these models.

Operations

Develop an effective and efficient operations operating model to enable the operations Leadership team to:

a) Lead the operations of NSFAS to achieve the targeted key performance indicators

b) Establish and maintain the "operating results" dashboard/processes and work with leadership team to make operating adjustments to meet targets.

c) In collaboration with Corporate Service Department, contribute to the development and monitoring of the overall NSFAs organizational culture.

d) Established policies and guidelines for operational excellence and regulatory compliance.

e) Provides guidance and oversight in preparation of strategic project/initiatives understanding, schedules, budgets, fee proposals and negotiations.

f) Contributes to the process of ensuring proper work plans are in place, scheduling work, staffing and compliance in execution of projects or work tasks, including resolution between departments.

g) Ensures quality processes are in place for all departments specific to their requirements.

h) Works with Executive Team for approval of additional staffing based on the strategic and resources planning requirements.

i) Ensure there is a collaborate work environment within and between departments that is inclusive of all stakeholders (internal and external to NSFAS).

Organisation-wide Leadership

a) Guides the Operations Leadership Team

b) Contribute to the development of a leadership and management succession plan whilst being able to backfill these positions where necessary.

c) Contributes to the execution and results of the strategic plan that ensure performance targets are met.

d) Actively leads and supports a positive, proactive, results oriented work culture that is regarded by peers and stakeholders as innovative and demonstrative of NSFAS values.

Strategy

a) Supports the planning, development and execution of "strategic initiatives"

b) Actively participates in strategic development and the pursuit of policy recommendations and improvement projects.

c) Contributes to the execution of NSFAS strategies and policies in the best long-term interest of the organization.

d) Provides visible governance leadership with potential and existing stakeholders.

Student Relationship Development

a) Works with Chief Operations Officer and Student Relationship Department to ensure NSFAS is meeting the mandates service delivery criteria and that this is consistently executed in support of the boarder NSFAS mandate and strategic plan.

b) Develops and executes a continuous improvement plan and monitors results

MANDATE

The General Manager: Business Enablement Program Focused Office mandate is to:

a) Implement and management Business Transformation and Enablement Program Governance structures.
b) Advocate for implementation and management of Operations Process Governance structures, methods, standards, metrics and tools to achieve operations excellence.
c) Design Operations processes to achieve engineered customer experiences.
d) Govern and monitor processes changes to ensure organizational agility.
e) Define and manage a process transformation strategy and roadmap together with internal/external stakeholders limited to students, parents and University and TVET colleges.
f) Prioritise sequence and integrate process improvement initiatives across the NSFAS value chain (Originate, Fulfilment, Activate, Payment, Maintenance and Payment Processing).
g) Ensure adherence to process designs and business architecture.
h) Maintain the integrity of the process and business architecture.
i) Prevent the proliferation and duplication of business processes.
j) Drive the organization towards a culture of process excellence and customer centricity.

DESIRED SKILLS & EXPERIENCE

Minimum requirements
- Minimum Hons degree in Business / Finance
- MBA or equivalent
- In-depth knowledge of payment solutions and channels in South Africa across all sectors: education, banking and business- full appreciation of the full payment eco system
- Experience working with the various payment networks and providers (Visa, MasterCard)
- Strongly numerate with an exposure to best-practice payments solutions
- Credible experience having operated at both a strategic and operational level in a similar function and environment for a minimum 10 years with 5 years at Senior Management level
- Knowledge and experience in the financial industry as it relates to payment operations and processing

Beneficial skills and experience

- Demonstrated ability to lead and continuously develop highly engaged teams
- Strong working knowledge of the financial industry, card processing, card networks, and operations, including an understanding of interchange and other card fee structures
- Strong working knowledge of banking back-office payment functions
- Demonstrated ability to ensure compliance controls and interpret regulatory requirements
- Experience with vendor management, including driving RFP's, negotiating payment processing contracts and ensuring SLA's
- Strong written and verbal communication skills, including the ability to present across all levels of the organization
- Analytical, critical thinking and problem solving skills
- Ability to work calmly, efficiently, and effectively in a fast-paced environment
- Demonstrated ability to develop effective working relationships and excel in a cross-functional environment
- Demonstrated track record of planning and driving business results

Generic Competencies

- Skilled and confident communicator, capable of engaging stakeholders at executive level
- Strong Business Acumen
- Strategic Leadership skills
- Self- Starter with an ability to manage multiple tasks
- Excellent interpersonal skills
- Strong problem solving skills
- Able to work independently, as well as within a team
- Able to work under pressure and display initiative
- Organised and able to meet deadlines

REMUNERATION AND BENEFITS

Remuneration Package: R 1 127 334 – R 1 347 879 per annum

Total Cost to Company per annum inclusive of all benefits and company contributions.

Benefits and Conditions: Compulsory Medical Aid, Pension Fund & Annual Structured Bonus inside Cost to Company

JOB DETAILS

Closing date: 12 August 2018

NSFAS offers a competitive executive remuneration package, inclusive of a range of benefits such as medical aid and pension fund.

Interested applicants should send a letter of application together with a detailed Curriculum Vitae, copies of academic qualifications, ID and names of three contactable referees to: Fayroes Sherry via email: jobs@nsfas.org.za

Enquiries: Tel 021 763 3200

Shortlisted applicants will hear from NSFAS by 30th September 2018. If you do not hear from NSFAS within two months of the closing date, please consider your application unsuccessful.

"NSFAS is committed to providing equal opportunities and practicing affirmative action employment. It is our intention to promote representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference.