

Job Specification & Recruiting Profile of Vacancy

10 December 2019

The following vacancy exists at NSFAS in Cape Town.

Position	Specialist: Application and Appeals	Type & Grade	Permanent (Grade 11)
Vacancy No	124 of 2019/20	Department & Unit	Operations

POSITION OVERVIEW:

This role is responsible for day to day operational management of TVET applications and appeals including all operational issues resulting in the funding cycle of a TVET student. This is a middle management role which includes people management responsibilities for team leaders and servicing administrators in the department, budget management, planning and operational management.

RESPONSIBILITIES:

Develop a process and manage the TVET application process for all academic cycles

- Standard Operating Procedures for Walk in process
- Approved walk- in application process, aligned to the TVET calendar

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- NSFAS year plan for walk in applications and appeals processing

Manage the TVET appeals process and ensure all appeals per cycle are properly processed and timeously resolved

- Review the current appeals process and align it to the TVET sector
- Develop a process for appeals in the TVET sector as guided by the Rules and Guidelines
- Appeal reports to institutions regarding progress in finalizing appeals
- Updated reports to institutions on appeals processed

Own the bursary process for applications validation process, servicing the business processes and benchmark to understand best practices

- Report on best practices regarding assistive capture mechanisms
- Report on lessons learnt and recommendations for improving assistive capture process

Report on applications and appeals data against targets. Find innovative ways to improve the efficiency of processing TVET applications and appeals

- Input to system enhancements and processes for improved applications.
- Input on policy documents regarding the efficiencies required in the walk-in application process

Own and maintain the application process including feedback mechanisms to stakeholders on funding outcomes

- Prepare a portfolio of evidence for audit purposes regarding the applications and appeals.
- Support institutions on processes to be followed and ensure understanding of outcomes of the application

Maintain internal and external stakeholder relations regarding applications and appeals process

- Develop circulars to communicate the processes around applications and appeals.
 - Develop presentation that will clarify the applications and appeals process for the TVET sector.
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DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- An appropriate Bachelor's degree or equivalent qualification
- Minimum of 5 years appropriate experience managing an administrative operations and processing (including systems) environment
- At least 3 years management experience is required, which should include experience in dealing with budgets, business planning, staff development and staff management
- Understanding of the TVET Sector

Beneficial skills and experience:

- Comfortable with ICT systems and controls
- Experience in PFMA
- Funding norms for TVET Colleges
- Knowledge of NSFAS Act.
- Experience in both the financial service and government sectors
- Exposure to the higher education sector

Core Competencies:

- Ability to work independently and in a team
- Ability to work under pressure and display initiative
- Building interpersonal relationships
- Decision making and problem solving
- Excellent interpersonal skills
- Excellent organisational and planning skills
- People and performance management
- Analytical thinking and ability to probe down to level of detail
- Maintaining objectivity and professional scepticism
- Highly competent in both written and verbal communication skills
- Ability to maintain a sense of resilience when faced with challenge
- Ability to work at a fast pace and remain abreast in times of high change
- Remaining technically abreast with professional development matters
- Ability to manage external resources and oversee any additional co-sourced contracts

Computer skills required:

- MS Word – Intermediate
 - MS Excel – Intermediate
 - MS Power Point – Intermediate
 - MS Outlook – Intermediate
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REMUNERATION & BENEFITS

Remuneration Package:

R 731 862 to R 862 105 per annum

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

PLEASE NOTE

Closing date: 24 December 2019

Interested applicants should send detailed Curriculum Vitae, copies of academic qualifications and names of three contactable referees to Ms. Nokulunga Mtse via email jobs@nsfas.org.za. NSFAS do not consider late applications. Staff on Leave must ensure that they check the NSFAS portals for advertised vacancies and familiarize themselves with the respective closing dates. NSFAS only corresponds with Shortlisted Candidates. If you do not hear from NSFAS within 2 months of the closing date, please consider your application unsuccessful.

** NSFAS committed to employment equity. Preference will be given to candidates who improve employment equity considerations **

“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.”

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