

Job Specification & Recruiting Profile of Vacancy

12 June 2020

The following vacancy exists at NSFAS in Cape Town.

Position	Disbursement Team Leader	Type & Grade	Grade 9 (Permanent)
Vacancy No	19 of 2020/21	Department & Unit	Operations

POSITION OVERVIEW:

Reporting to the Senior Manager: Disbursement, the Disbursement Team Leader will oversee and manage the team of Disbursement Officers. The successful incumbent will also ensure the completeness and accuracy of disbursements as well as making sure the required disbursement support is provided to the business.

RESPONSIBILITIES:

Planning

- Contribute to section and business unit plans
- Plan resourcing to address peak processing times
- Participate in system readiness testing for each academic and fiscal period
- Prepare operational plan to manage day to day running of the Phoenix Support and Disbursements.

Manage operations

- Excellent understanding processes, business rules and systems end-to-end to manage day-to-day process execution and compliance
- Motivate the team to reach targets, and use relevant process and system metrics to identify and manage any possible problems areas and gaps
- Address any escalations that Administrator: Phoenix Support and Disbursements requires assistance in resolving them
- Provide second level support to other departments to facilitate excellent customer service
- Attend operational meetings with section manager
- Perform Quality Assurance for the work performed by the Support Officers
- Prepare reports or work with ICT in preparing reports that will assist the unit and department in making certain decisions
- Perform first line review of disbursement files before manager's approval
- Prepare Standard Operating Procedures for the day to day activities performed by the team
- Post entries where delegation of authority restrict the Support Officers

People and Talent Management

- Assign work to Support Officers
- Foster a team culture that is positive, student centric and quality focused
- Ensure open two-way communication about team performance and process details
- Be available to assist, coach and develop staff
- Manage staff within guidelines of NSFAS company policies:
 - Recruitment and selection of staff
 - Induction and on-the-job training
 - Performance and development
 - Motivation and recognition
 - Health, safety and environmental factors
 - Discipline and grievances
 - Time keeping and absenteeism.

Monitoring and reporting

- Monitor team results against relevant service level agreements
 - Monitor workload and processing
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- Keep direct reports informed daily regarding production, efficiency and quality measures

Stakeholder relationship management

- Provide an effective interface with all parts of NSFAS that contribute to the team processes
- Attend and contribute to regular knowledge-sharing and resource planning forums
- Ensure that workflow and escalations between departments are addressed in accordance with SLA's
- Ensure excellent relationships with
- Internal stakeholder departments:
 - Other Team Leaders to ensure upstream and downstream data quality and process compliance such as quality of application capturing, as well as to plan resourcing
 - Quality Assurance Administrator regarding team performance and required improvements
 - Contact Centre to provide second level support to achieve customer service targets
 - Student Relationship team regarding customer satisfaction
 - Human Resources for policies and guidelines regarding people management
 - Application process, OpenText and Cordys system specialists to maintain current knowledge of process details and supporting systems
 - Loans and Bursaries Input Handling
- External stakeholders:
 - Provide direct contact to customers to address complaints and escalations if required

DESIRED SKILLS AND EXPERIENCE

Minimum requirements

- A three year post Matric qualification in Finance, Accounting, Cost and Management Accounting, Internal Auditing and Financial Information Systems (FIS).
- At least five (5) years relevant experience in financial services experience, finance and loan management system of which two (2) years must be in a leadership or supervisory role.
- MS Office Suite with advanced Excel skills.
- Good knowledge of the business processes for the department together with the relevant policies, business rules and procedures.
- Understanding and experience of the higher and further education and training sector in South Africa.

Beneficial skills and experience

- Ability to work on SQL and perform data analytics
- Understanding and experience of the higher and further education and training sector in South Africa
- Good knowledge of regulations and compliance applicable to NSFAS and DHET
- Experience maintaining General Ledger accounts and knowledge of its integration into other systems
- Experience working on an accounting system.

Competencies

- Attention to detail
- Sound understanding of financial processes and controls
- Reconciliation and analytical skills
- Sound numerical ability
- Financial monitoring and analysis skills
- Problem solving skills and
- Ability to work under pressure

Personal Attributes

- Team oriented and flexible
- Deadline oriented
- Ability to adapt and cope with change
- Always interacts professionally with clients and associates
- Be client centric
- Good communication and interpersonal skills with an ability to relate to staff at different

REMUNERATION & BENEFITS

Remuneration Package:
R 515 939 to R 607 733

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

PLEASE NOTE

Closing date: 26 June 2020.

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 ****

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