



National Student Financial Aid Scheme

## Job Specification & Recruiting Profile of Vacancy

8 May 2020

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	General Manager: Business Operations	<b>Type &amp; Grade</b>	Permanent, Grade 14
<b>Vacancy No</b>	8 of 2020/21	<b>Department &amp; Unit</b>	Operations

### POSITION OVERVIEW:

The purpose of this role is to oversee and manage the Bursaries Operations Unit within NSFAS, design and implement the necessary processes and systems, further capacitate the team, as required, as well as design and implement any required governance, risk management and control.

Responsible for leading the day-to-day operations of the Business Operations department. Provides leadership and direction for key business processes and complex bursary evaluation, funding and disbursement functions. Contributes to the development of the organisation operations strategy.

Interpret business strategy and develop operational objectives and plans aligned to the business strategy.

### RESPONSIBILITIES:

### **Strategy Oversight and Planning**

- In consultation with the Chief Operations Officer, develop the strategy and plan for the Loans and Bursaries Service Unit
- Coordinate continuous improvement projects to support the L&B strategy and value chain
- Communicates the approved Loans and Bursaries strategy, policies and processes to subordinates and internal stakeholders
- Facilitate implementation of the Loans and Bursaries strategy and plans

### **Manage Business Operations**

- Manage indicators for defining the Loans and Bursaries performance in line with the Department's Strategy
- Define processes in conjunction with the ICT and Finance departments to capture and evaluate all application received, ensure proper communication of funding decisions
- Manage processes for disbursement of bursaries to students and institutions.
- Manage internal business partnerships to drive accountability through cross-organization data and metrics
- Actively participate in Loans and Bursaries troubleshooting projects
- Manage risks and develop controls in L&B processes
- Convene weekly Loans and Bursaries management meetings
- Attend cross functional collaborative Senior Management meetings to share best practice

### **Manage Programme Performance and Reporting**

- Provide monthly, and quarterly reports in line with the department's strategy and operational plans
  - Identify key project risks in Loans and Bursaries and ensure that corrective action is taken
  - Provide audit information and process review data as required from time to time to support the business unit processes and reporting on compliance
  - Develop and implement regular and ad hoc Loans and Bursaries strategic and operational
-

---

planning reports

### **Manage Budget**

- Develop the Loans and Bursaries Service Unit Budget
- Approve sectional budgets within Loans and Bursaries
- Monitors compliance with approved budget and take corrective action where necessary

### **Manage people**

- Assign work in accordance with plans to staff members
- Develop annual workforce plans
- Manage staff development and performance through annual performance plans and ongoing coaching
- Manage employment relations (grievance, discipline and conflict resolution)

### **Manage Internal Stakeholders**

- Ensure that appropriate Service Level Agreements with internal stakeholders are in place and managed
- Liaise and actively collaborate with other departments and service units in managing Loans and Bursaries operations.
- Ensure operational level agreements are in place where appropriate

---

## **DESIRED SKILLS AND EXPERIENCE**

---

### **Minimum requirements:**

- MBA, Masters or related Post graduate qualification in any of the following fields:
  - Finance
  - Business administration
  - Education
  - Or similar
- Minimum of 15 years of experience, of which at least 10 must have been in a senior management role
- Proven experience in leading and directing teams
- Demonstrated ability in providing oversight and management of operational processes that have a significant financial impact
- Experience in overseeing the design, implementation and maintenance of business processes with embedded governance and control
- Has experience in providing direction to system design and implementation projects
- Has experience in managing operational risk effectively
- Demonstrated experience in reporting to executives and boards on governance, risk and control matters
- Knowledge of Public Financial Management Act.

### **Beneficial skills and experience:**

- Knowledge of NSFAS Act.
- Experience in both the financial service and government sectors
- Exposure to the higher education sector

### **Core Competencies:**

- Analytical thinking and ability to probe down to level of detail
  - High ability to collaborate with others in order to effect change
  - instil and models a disciplined work ethic and accountability
-

- 
- Are values driven
  - Highly competent in both written and verbal communication skills
  - Able to manage the unit and all resources
  - 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
  - Ability to manage teams in order to achieve and maintain high performance
  - Remaining technically abreast with professional development matters
  - Ability to manage external resources and oversee any additional contracts

**Computer skills required:**

- MS Word – Intermediate
- MS Excel – Intermediate
- MS Power Point – Intermediate
- MS Outlook – Intermediate

---

**REMUNERATION & BENEFITS**

---

**Remuneration Package:**

R 1 222 639 to R 1 461 828 per annum

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

---

**PLEASE NOTE**

**Closing date: 22 May 2020**

Interested applicants should send detailed Curriculum Vitae, copies of academic qualifications and names of three contactable referees to Ms. Fayroes Sherry via email [jobs@nsfas.org.za](mailto:jobs@nsfas.org.za). NSFAS do not consider late applications. Staff on Leave must ensure that they check the NSFAS portals for advertised

---



National Student Financial Aid Scheme

---

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 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.”

---

10 Brodie Road, House Vincent, 2nd Floor, Wynberg, Cape Town, 7700 | Private Bag X1, Plumstead,  
Cape Town, 7800

Tel No.: 0800 067 327 | 021 763 3200 | Email: [jobs@nsfas.org.za](mailto:jobs@nsfas.org.za)

---