

## Job Specification & Recruiting Profile of Vacancy

**30 May 2025**

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Chief Information Officer	<b>Type</b>	5 years fixed term contract
<b>Vacancy No</b>	34 of 2025/26	<b>Department &amp; Unit</b>	ICT

### **POSITION OVERVIEW:**

To provide visionary and secure leadership in the digital transformation of NSFAS. The main purpose of the job is to oversee the ICT function and take overall accountability for ICT and its effectiveness in serving NSFAS's mission by providing ICT strategic leadership, developing an ICT governance framework, long-range goals, strategies and plans, along with providing leadership and management of the ICT function. The role is lastly responsible to direct all ICT activities and advise & assist the Chief Executive Officer (CEO) in meeting or exceeding the overall ICT and strategic objectives of NSFAS.

### **RESPONSIBILITIES:**

**Develop, monitor, improve and measure governance, risk and compliance practices.**

- Create a fit for purpose departmental structure.

- Oversee the overall organisational policy development.
- Document, communicate and manage related policies.
- Assess, audit and improve risk, compliance and governance practices.
- Identify key controls and establish risk mitigation procedures.
- Improve forensic practices.
- Improve organisational GRC awareness and provide value adding services
- Improve organisational values.
- Identify, assess and prioritize risk.
- Report on risks
- Remain current and stay abreast on risk, compliance and governance requirements.
- Monitor and lead the implementation of the organisational audit plan.

**Contribute to the strategic development of the department.**

- Contribute to the development of the organisational strategic plan and annual performance plan.
  - Develop and design integrated ICT strategies and processes for each unit's functions that address overall support services to the business operations in support of NSFAS business performance and continuity.
  - Develop departmental key performance indicators (KPI's) and departmental operational plan (DOP's).
  - Monitor the achievement of departmental KPI's and DOP's and maintain the related supporting evidence.
  - Set clear ICT priorities and measurable milestones for all divisions in line with the organisational
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strategic plan.

- Ensure that the divisional strategy is adequately budgeted for through the development and implementation of a requisite budget.
- Provide strategic guidance and recommendations to the Executive Officer, EXCO and Board
- Weigh opportunities to better contribute to NSFAS' effectiveness.
- Lead the development of ICT functional strategy with senior ICT team.
- Lead the effort in the planning and preparation of the annual ICT budget.
- Prepare relevant ICT forecasts and scenarios by working collaboratively with MANCO and other relevant management team members.
- Communicate the approved NSFAS ICT strategy, annual performance plans and policies to the board, staff and key stakeholders.
- Execute the approved ICT strategies and plans for the Annual performance plan (APP) every year.

**Ensure policy development and reporting.**

- Annually lead the development of ICT governance framework policy (funding guidelines).
  - Lead the development of core ICT operational policies.
  - Contribute to the development of all organisational policies.
  - Actively participate in the pursuit of policy recommendations and improvements projects.
  - Ensure NSFAS strategies and policies are executed in the best long-term interest of the organisation.
  - Design ICT policies and procedures and ensure implementation and adherence thereof.
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- Manage and oversee the ICT functions report.
- Champion a benchmark and turnaround policy and procedural framework including objectives with internal partners to ensure organisation wide optimization of support services.
- Monitor ICT division effectiveness and outputs and monitor monthly delivery reports.

**Ensure sound reputation management and communications.**

- Manage NSFAS' reputation and brand value with colleagues on MANCO.
- Execute NSFAS' integrated communication strategy aligned with the reputation management plan.
- Engage with HEIs and FET colleges on approved NSFAS plans and implications for them.
- Partner and collaborate with the DHET, DBE and National Treasury – through the Board to facilitate execution of NSFAS' mandate and strategies in line with its mission.
- Act as an advocate within public and private sectors for issues relevant to student funding, NSFAS services and its constituencies.
- Marshal limited resources to the most productive uses with the aim of creating maximum value for the company's stakeholders.

**Manage ICT resources and budget.**

- Secure the ICT Department's budget and resources and ensure that projects are managed within budget, time and scope.
  - Negotiate for resources by considering business and development priorities from the ICT Department vantage point.
  - Manage NSFAS's ICT governance framework on behalf of EXCO and the Board.
  - Consider business needs, manage input, trade-offs and leverage to allocate resources to priority
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areas of ICT Department.

- Monitors spend according to plan and make necessary adjustments.
- Identify wasteful expenditure in the ICT Department and challenge inappropriate work practices and attitudes to resolve this.

**Lead the ICT transformation and change programmes & provide professional ICT management.**

- Develop the business case for the ICT Department's business process improvement proposals with clear project objectives aligned to NSFAS' strategy.
  - Develop a comprehensive ICT governance framework covering structure and policy communication that responds to the NSFAS ICT Governance Charter.
  - Visibly promote and communicate the ICT Department's projects across all NSFAS functions.
  - Guide important decision making and address issues relating to achievement of the expected benefits of ICT projects.
  - Champion and sponsor project or change affecting ICT and communicate benefits and impacts to staff.
  - Coach staff to deal with and adapt to organisational transitions – especially those with major ICT implications.
  - Sustain change through leading by example.
  - Ensure there is a framework for integrated ICT risk management in NSFAS (As part of overall Enterprise Risk Management).
  - Develop, customize, source and implement world-class ICT processes, systems and procedures.
  - Ensure that ICT delivers intended and planned outcomes.
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- Manage risk and contingencies and take responsibility for business continuity of NSFAS.
  - Ensure ICT governance, compliance, effective feedback, monitoring, evaluation & reporting.

### **Information & Knowledge Management**

- Work with the Governance, Risk and Compliance Executive to develop and implement the department compliance calendar and risk register.
  - Lead the identification of departmental risks and risk mitigation plans.
  - Contribute to the identification of organisational risk and mitigation plans.
  - Ensure the department meets governance and compliance requirements.
  - Provide, update and report to the Executive Committee, Board and relevant sub-committees in accordance with the organisational risk and compliance framework and its requirements.
  - Interpret application Legislation, Regulations and Codes to achieve required compliance.
  - Actively drive fraud management within the department.
  - Ensure compliance to operational controls across the value chain.
  - Ensure compliance with all relevant legislation and other regulatory requirements including King IV.
  - Strategically influences the development, adoption, implementation and adherence to governance, risk and compliance frameworks.
  - Ensure compliance with HR standards and requirements.
  - Manage NSFAS's governance on behalf of the Executive Officer and Board as required.
  - Help the Board monitor and evaluate NSFAS' relevance, effectiveness and results to key constituencies and public.
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- Help the Board monitor and evaluate the integrity, (conformance) & performance of NSFAS' ICT infrastructure as per the NSFAS ICT Governance Charter.
- Monitor, evaluate and assess the system of internal controls of the ICT function.
- Deliver operational reports as required.
- Provide ICT governance assurance

**Ensure knowledge management.**

- Ensure that the department has a robust document retention and management mechanism.
- Contribute to the organisational knowledge management repository.

**Manage stakeholder relations.**

- Participate in the strategic positioning of NSFAS and promote the enterprise with relevant stakeholders.
- Manage and influence relationships and Service Level Agreements made with internal and external stakeholders.
- Develop, implement and report on a plan for engaging stakeholders on a regular basis.
- Manage and resolve all identified issues and risks to facilitate healthy stakeholder engagements and relationships.

**Leading high-performance teams**

- Set, control and report on key performance areas and performance contracts.
- Coach, mentor and train the team and develop reports for performance improvement, career progression, and recognition purposes.
- Maintain compliance, consistency, and take corrective action when needed.
- Participate in HR and organisational recruitment processes.

**Board Committee reporting.**

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- Develop reports on the ICT value chain practices to the Office of the CEO, Board Committee and the Board.
  - Submit policies for review and adoption
  - Report on audit and risk issue identified in ICT and controls put in place.

#### **Ensure Cybersecurity and Information Security Governance**

- Develop and implement a cybersecurity framework aligned to POPIA, Cybercrimes Act, and ISO 27001.
- Conduct annual vulnerability assessments and penetration tests.
- Oversee incident response protocols and data breach management.
- Execute approved Information Security strategy plans

#### **Ensure Effective ICT Service Delivery and End-User Support**

- Oversee ICT helpdesk and service management processes.
- Monitor system uptime and critical application availability.
- Manage user onboarding and support mechanisms for ICT systems.
- Accountable, responsible for delivery and availability of all information and technology services

#### **Measure and Report on ICT Performance Metrics and Benchmarks**

- Define and monitor key ICT performance indicators (KPIs).
- Benchmark ICT costs and efficiency against peer institutions.
- Present performance dashboards to Executive and Board.

#### **Promote Digital Skills and Internal Capacity Building**

- Design and roll out digital literacy or system training programmes.
  - Monitor uptake and competency improvement across the organisation.
  - Collaborate with HR to include ICT competency in staff development plans.
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### **Oversee ICT Procurement Governance**

- Align ICT procurement plans with strategy and budget.
- Ensure compliance with SCM policies and PFMA.
- Track vendor performance and contract deliverables.

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### **DESIRED SKILLS AND EXPERIENCE**

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#### **Minimum requirements:**

- NQF Level 8 (Postgraduate degree) in Information Technology, Computer Science, Information Systems, Engineering, Digital Innovation or equivalent.
  - 15 years' experience in Information and Technology is essential
  - 5-7 years' experience of which should be at Senior management level
  - Experience in the Financial Services or Banking environment
  - Proven experience of leading organisational change initiatives and/or large-scale transformational initiatives
  - Proven experience of building High Impact Teams
  - Experience at an organisational level important, as well as portfolio level
  - Knowledge and broad understanding of the use of ICT as a business driver
  - Demonstrate an understanding of governance and frameworks (SLDC)
  - Proven track record of leading within an organisation at various stages of maturity.
  - Proven record of adaptation to various technological changes.
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- Demonstrate an understanding of Organisational strategic planning and budgeting
  - Sound knowledge of ICT operations environment
  - Experience liaising with various stakeholders.

### **Preferred**

- Chartered CIO
- NQF 9 in relevant field
- Knowledge and understanding of the NSFAS Act and the higher education policy environment
- Knowledge of all other related legislation
- Exposure to banking and financial services would be an advantage
- Experience in complex integration platforms will be advantageous
- Fintec AI, emerging technologies proven experience will be advantageous

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## **REMUNERATION & BENEFITS**

**Remuneration Package:** Total Cost to Company per annum inclusive of all benefits and company contributions.

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### **PLEASE NOTE**

**Closing date:** 15 June 2025

Interested applicants must complete and submit an Employment Application Form available on the NSFAS website. The form must be supported by a detailed Curriculum Vitae which includes amongst other things the vacancy name/position title you are responding to, copies of academic qualifications, Identity Document, and names of three contactable referees. The response must be addressed to the following email address: **Recruit@nsfas.org.za**

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The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with Shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful. Appointments will be made in line with the NSFAS Employment Equity goals and targets

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