



Job Specification & Recruiting Profile of Vacancy

23 January 2026

The following vacancy exists at NSFAS in Cape Town.

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| Position | OD and Change Specialist | Type & Grade | Permanent, D1 |
| Vacancy No | 48 of 2025/26 | Department & Unit | Human Resources |

POSITION OVERVIEW:

The Organisational Design Specialist is responsible in leading the design and optimisation of the organisational structures, dedicating primary focus to aligning jobs, grades, and roles through comprehensive diagnostics and methodologies that ensure strategic effectiveness and agility. This role integrates change management skills to embed values-based behaviours, conduct culture assessments, and deploy communication strategies that secure stakeholder buy-in and engagement for successful implementation.

RESPONSIBILITIES:

Develop and Drive Organisational Design

- Support senior managers with alignment of departmental structures to ensure future-fit teams that perform optimally
- Update and maintain the primary organisation structure in collaboration with Human Resources

Business Partners

- Facilitate job profiling and job grading sessions
- Update and maintain the jobs library and ensure each role has a job description
- Support the job evaluation process by providing job profiles and grade required
- Support the performance management team with facilitation of 360-degree feedback as well as management of data
- Provides thought leadership in the design and development of key organisational design and development projects, including acquisitions/integrations

Develop and drive Organisational Development interventions

- Develop a process for socialising and embedding values in the organisation
- Conduct employee engagement surveys through utilisation of various tools
- Conduct focus-group sessions to establish priorities from engagement surveys
- Conduct culture assessments and support leadership with initiatives to drive and maintain suitable behaviours
- Enable the human resources team with required frameworks and toolkits aligned to chosen methodologies
- Design, develop and support with the implementation of leadership development programmes
- Collaborate with teams to create systems and structures that support goals and transformational change
- Leads and/or consults on highly complex projects that are typically transformational in nature and have significant departmental or functional impact
- Engages in employee review and organisational investigations that require sensitivity, political deftness, and a high degree of discretion and professional judgment

Psychometric Assessment Support

- Support talent acquisition and career development teams with interpretation of psychometric assessments

Develop and drive the Change Management Strategy

- Using a structured methodology, develop a change management strategy to define, lead and support the implementation of required organisational change management activities.
- Define and implement process of identifying change readiness and assessing the impact of proposed and implemented changes.
- Complete change management assessments
- Develop actionable deliverables for five change management levers:
 - Communication plans
 - Sponsor roadmap
 - Coaching plan
 - Training plan
 - Resistance management plan
- Coordinate efforts with other specialists around change implementation.
- Integrate change management activities into project plan.
- Evaluate and ensure user readiness.
- Track and report issues.
- Define and measure success metrics and monitor change progress.

Manage change resistance

- Identify and manage anticipated resistance to change actions.
- Effectively engage on matters surrounding change resistance.
- Communicate change effectively to those resisting the change.

Support change team

- Influence line managers and employees to increase understanding of organisation development topics.
- Support project teams to integrate change management activities into their project plans.
- Consult and coach project teams and individual employees where appropriate.
- Develop reinforcing communication campaign after each project.

Management of stakeholder relations

- Keep abreast with applicable legislation changes to inform policy updates and implementations.
- Manage relationships with stakeholders.
- Drive the development, approval and implementation of communication & involvement initiatives to facilitate stakeholder and end-user understanding and buy-in proposed changes.
- Support and engage senior leaders.
- Support and facilitate training efforts to embed stakeholder and user understanding, engagement and adoption of organisational changes.
- Provide regular project status feedback to stakeholders based on developed plans, change management assessments.
- Define and measure success metrics and monitor change progress.
- Conduct post implementation support.
- Design, develop and complete lessons learnt document for project owners and transfer ownership of the -to-project owner for ensure sustainability.

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF 7 Qualification in Human Resources, Industrial Psychology and/or Organisational Design
- Change Management Certification
- 5 - 7 years' experience in Change Management and Organisational Design, including 3 years in a Specialist/Senior Consultant role.
- Knowledge of job profiling and job grading
- Sound knowledge of change management methodology and tools deployment
- Experience leading complex and/or large-scale organisational effectiveness projects
- End-to-end project exposure across private and/or public sector environments

Preferred

- NQF 8 Qualification in Human Resources, Industrial Psychology and/or Organisational Design
- Project Management Certification
- Over 8 years 'experience in Change Management and Organisational Design
- Advanced working knowledge of Project Management methodology and approaches
- Advanced knowledge of job profiling and job grading

Skill and Competencies:

Computer skills required:

- MS Word –Intermediate
- MS Excel – Intermediate
- MS Power Point – Advanced
- MS Outlook – Basic
- Ability to understand and interpret strategy
- Oral and written communication skills
- Facilitation and Coaching skills
- Emotional Intelligence
- Managing Complexity
- Collaboration

- Flexible and adaptable
- Resilient and tenacious
- Persuasiveness
- Follow up and follow through
- Critical analytical thinking
- Business acumen
- Strategic thinking

REMUNERATION & BENEFITS

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

PLEASE NOTE: Closing date: 8 February 2026

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. Application must be sent via email address: **jobs@nsfas.org.za**.

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.

**** 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 presentively (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote presentively will receive preference. “ employment equity considerations *
