![NSFAS logo]

NSFAS

National Student Financial Aid Scheme

Job Specification & Recruiting Profile of Vacancy

09 December 2025

The following vacancy exists in the following locations -

Bloemfontein (Free State)| Kimberley (Northern Cape) | Kuruman (Northern Cape) | Klerksdorp (North West)| Mafikeng (North West) |Mossel Bay (Western Cape) | Phalaborwa (Limpopo) | Pinetown (KwaZulu-Natal) | Rustenburg (North West) | Tzaneen (Limpopo)

Position	Student Support Administrator	Type & Grade	Four (4) months fixed term contract
Vacancy No	41 of 2025/26	**Department & Unit**	Core Business Operations

POSITION OVERVIEW:

To provide frontline support to students regarding NSFAS funding applications, statuses, appeals, funding, and payment queries by facilitating accurate application processing, assisting with systems navigation, providing relevant information, and escalating technical or funding issues to appropriate stakeholders

RESPONSIBILITIES:

NSFAS Applications Support

- Educate students on NSFAS funding criteria, application timelines, and reapplication processes.

- Assist students with creating and managing their My NSFAS Student Profiles.

- Guide and support students in completing online NSFAS applications, including document review and submission accuracy.

Online Application Assistance

- Provide hands-on support in institution computer labs to complete online applications.

- Review all application supporting documents with students to ensure completeness and accuracy before submission.

Outstanding Documents Management

- Advise students on how to review NSFAS requests for outstanding documents.

- Support students in uploading required documents to their NSFAS applications.

Application Status Guidance

- Address student queries on application statuses and next steps, clarifying actions needed by the student, institution, or NSFAS.

- Identify and escalate application system issues to the NSFAS ICT Service Desk; track resolution progress.

Appeals Support

- Inform students about the appeals process including deadlines for new and continuing students.

- Assist rejected new student applicants with lodging appeals and uploading appropriate

supporting documentation.

- Support continuing students in understanding, preparing, and lodging renewal appeals, including document requirements.

- Escalate any appeals system issues to the ICT Service Desk and ensure follow-up.

Funding Support

- Guide students to liaise with institution financial aid offices for allowance application processing.

- Assist students with queries related to funding status, registration issues, allowance types, duplicate registrations, and banking details submission.

- Support TVET students on bank detail entry in the NSFAS portal.

- Facilitate funding cancellation requests and resolve related documentation needs.

- Escalate unresolved funding issues to college financial aid officials and NSFAS Institutional Support Practitioners and follow through to resolution.

Payments Support

- Extract and interpret payment reports to respond to students' queries about tuition and allowance payments.

- Escalate unresolved payment concerns to appropriate financial aid or NSFAS staff and ensure ongoing follow-up.

Query Management

- Conduct basic investigations of student queries and provide timely feedback.

- Escalate complex issues to NSFAS ICT Service Desk, Institutional Support Practitioners, or Accommodation Officials, tracking until resolution.

Reporting

- Maintain weekly capturing of daily support activities.

- Keep a detailed register of student queries and feedback.

- Report institutional challenges, including student unrest or operational issues, to Institutional Support Practitioner

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 5 in Commercial / Business Management Studies; Public Administration

- 2 Minimum years relevant customer service / relationship management work experience

- Computer literacy – Intermediate MS Package Suite.

Skill and Competencies:

- Strong understanding of NSFAS applications and funding processes
- Proficiency in assisting students with online systems and digital document management
- Excellent communication and interpersonal skills for student engagement
- Ability to troubleshoot and escalate technical system issues effectively

- Detail-oriented with strong organizational and reporting capabilities
- Capacity to manage multiple queries and follow-ups consistently
- Collaborative approach to working with institutional financial aid and NSFAS teams

PLEASE NOTE

Closing date: 15 December 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: **jobs@nsfas.org.za**

Indicate in your subject line which area will be suitable for you: Bloemfontein (Free State)| Kimberley (Northern Cape) | Kuruman (Northern Cape) | Klerksdorp (North West)| Mafikeng (Northwest) |Mossel Bay (Western Cape) | Phalaborwa (Limpopo) | Pinetown (KwaZulu-Natal) | Rustenburg (North West) | Tzaneen (Limpopo).

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