



National Student Financial Aid Scheme

Job Specification & Recruiting Profile of Vacancy

07 March 2024

The following vacancy exists at NSFAS in Cape Town.

Position	Divisional Manager: Application Support	Type & Grade	Permanent, E1
Vacancy No	48 of 2023/24	Department & Unit	Core Business, Application Support

POSITION OVERVIEW:

Develop, monitor, and maintain NSFAS policies, operation plans, systems and procedures that drive the efficient and effective implementation of the core business strategy in relation to Applications Support Division.

RESPONSIBILITIES:

Policy, Systems & Procedure Development

- Development, monitoring, and management of the NSFAS policy(ies), guidelines, and procedures across multiple operations department disciplines in line with the student-centric model.
- Manage the processes of the applications and evaluations, appeals, disability, student account management and exceptions to maximise the student experience.
- Manage the maximisation of student expectations with the NSFAS applications support programmes.

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- Manage the stakeholder challenges that emanate from the applications support value chain.
 - Manage and develop instruments to track the implementation of the ongoing applications support programmes.
 - Develop the overall student funding value chain and ensure our processes are student centric.

Core Strategic Objectives Development

- Lead and manage the implementation of the applications support strategic plans.
- Lead and manage the implementation of the key performance indicators (KPIs) and operational plans of the unit.
- Lead and manage the maintenance of business processes and procedures that verifies data integrity across the subunits of applications support.

People Management & Ethical Leadership

- Manage and/or delegate participation in the recruitment and selection of unit vacancies in line with EE targets.
- Delegate applications support programmes to relevant subunits for implementation.
- Lead and manage the unit team to achieve the set and agreed programmes.
- Direct, inspire, coach and mentor subordinates to deliver quality programmes in line with NSFAS Values
- Lead and manage the individual performance contracting and review process for subunits.
- Lead and manage all disciplinary matters of subunits related to performance and conduct issues.

Stakeholder Management & Relationships

- Oversee the utilisation and implementation of the applications support policies, processes, efficiency channels and databases to resolve stakeholder queries and complaints.
 - Collaborate with internal stakeholders to enable the successful resolution of applications support programmes.
 - Manage and delegate the sharing of accurate and reliable data and information to ongoing student support units and institutions of higher learning for the smooth student experience.
 - Manage the publication and updating of the details of NSFAS application support.
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Project Management & Leadership

- Manage and supervise the projects to address identified needs as per the Applications support strategy.
- Analyse and interpret project reports on completion of the project to evaluate return on investment and to inform decision-making in the unit.

Budget optimisation

- Forecast for unit core administration activities and projects.
- Expenditure in line with core activities and projects
- Manage payment of applications support service providers in line with institutions' verified registration details.
- Review and recommend the applications support payments and recover any overpayments.

Compliance Monitoring & Evaluation

- Lead and manage the plans and processes of verification, compliance, registration, and deregistration data to support the mandate of the student account management.
- Lead and manage the plans and processes that support the implementation of identified key controls and established risk mitigation procedures.
- Analyse and improve the audit, risk, and compliance outlook.
- Lead and manage the implementational audit plan.

Information & Knowledge Management

- Collaborate with stakeholders to build systems that enable the management of data obtained from different sources.
- Collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information.

Reporting & Accountability

- On unit strategic KPIs progress
- On the unit operational plan progress
- On strategic stakeholders' issues and interventions management

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- On internal and external audit and risk
 - On any other work in the mandate of the ongoing student support unit
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DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 8 in Commercial, legal, Business Administration, Information Systems, or related fields
- Computer literacy – Intermediate MS Package Suite
- Driver's License.
- 10 Years' experience in the general various operations units of which 5 should be at the senior management level.
- Advanced project management Skills.
- Advanced Knowledge of the higher education sector
- Experience in the application management programmes.

Preferred

- NQF Level 9 in Commercial or related fields
 - Computer literacy – Advanced MS Package Suite
 - Driver's License
 - 15 Years' experience in the general operations of which 10 should be at the management level in the higher sector.
 - Advanced project management Skills
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- Advanced knowledge of the higher education sector.

Skills and Competencies:

- Strategic and visionary
- Project Management
- Interpersonal Skills
- Data Analysis
- Presentation Skills
- Goal orientation skills
- Influential and advocacy
- Systems and IT flair
- Stakeholder Management
- People Management

REMUNERATION & BENEFITS

Remuneration Package: R1 392 254 – R1 664 626

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

PLEASE NOTE

Closing date: 20 March 2024

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 attention of Nokulunga Mtse via the following email address: **jobs@nsfas.org.za**.

Please note the following contact details are for enquiries about **JOB CONTENT ONLY** and **NOT** for application purposes.



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For Enquiries please contact: Email: NokulungaM@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 representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference. “
