



National Student Financial Aid Scheme

## Job Specification & Recruiting Profile of Vacancy

23 May 2025

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Divisional Manager: Ongoing Student Support	<b>Type &amp; Grade</b>	Permanent, D4
<b>Vacancy No</b>	02 of 2025/26	<b>Department &amp; Unit</b>	Core Business Operations

### 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.

### 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 regionalisation of operations, queries management, and student services to maximise the student experience.
- Manage the maximisation of student expectations with the NSFAS ongoing student support

---

programmes.

- Manage the stakeholder challenges that emanate from the ongoing student support value chain
- Manage and develop instruments to track the implementation of the ongoing student support programmes.

### **Core Strategic Objectives Development**

- Lead and manage the implementation of the ongoing student 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 ongoing student support.

### **People Management & Ethical Leadership**

- Manage and/or delegate participation in the recruitment and selection of unit vacancies in line with EE targets.
- Delegate ongoing student 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 ongoing student support policies, processes,
-

---

efficiency channels and databases to resolve stakeholder queries and complaints.

- Collaborate with internal stakeholders to enable the ongoing student 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 ongoing student support.
- Manage the Publication and updating of the details of NSFAS ongoing student support.

### **Project Management & Leadership**

- Manage and supervise the projects to address identified needs as per the student 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 ongoing student support service providers in line with institutions' verified registration details.
- Review and recommend the ongoing student 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 ongoing student support with legislation.
- 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
- On internal and external audit and risk.
- On any other work in the mandate of the ongoing student support unit.

---

## **DESIRED SKILLS AND EXPERIENCE**

---

### **Minimum requirements:**

- NQF Level 8 in Commercial, Legal, Business Administration or related fields
  - 10 Years' experience in the general various operations units of which 5 should be at the senior management level.
  - Computer literacy – Intermediate MS Package Suite
  - Driver's License.
-

- 
- Advanced project management Skills.
  - Advanced Knowledge of the higher education sector.
  - Experience in the student development 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 senior management level in the higher sector.
- Advanced project management skills.
- 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
-

## **PLEASE NOTE**

**Closing date:** 08 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: **recruitmentcpt@sdrecruit.co.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. Appointments will be made in line with the NSFAS Employment Equity goals and targets

---