



National Student Financial Aid Scheme

## Job Specification & Recruiting Profile of Vacancy

11 June 2024

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Employee Relations Specialist	<b>Type &amp; Grade</b>	Permanent, C4
<b>Vacancy No</b>	16 of 2024/25	<b>Department &amp; Unit</b>	Human Resources

### POSITION OVERVIEW:

The incumbent will be assisting the Senior manager employee relations with employee relations function, focusing on providing a professional advisory service to line managers and employees.

### RESPONSIBILITIES:

#### Employee Relations:

- Assist with working relationships between Management and employees are conducive.
- Assist with handling of CCMA and Labour Court processes.
- Assist in managing the process of employment relations litigation and ensure fairness and consistency.
- Assist with labour relations training.

- Assist with the finalization of grievances.
- Assist to investigate and prepare a report on findings and recommendations of the grievance.
- Assist in implementing outcomes of grievance processes.
- Assist with unresolved grievances to Management within the required time frame.
- Assist in reporting on the progress of the grievances received and finalized.
- Ensure misconduct cases are finalized.
- Assist in investigating and preparing a report on the findings and recommendations of the misconduct cases.

### **Employee Relations Policies Administration**

- Ensure structured and legislatively compliant policy, practices and processes and provide support where there are gaps.
- Assist in maintaining effective policies and procedures so that labour disputes and grievances are minimized.
- Assist with recommendations for changes to existing policies and procedures to ensure compliance with new or proposed regulations.
- Assist in advising on proper procedures to be followed during disciplinary and grievance enquiries.
- Assist with Contribution to the development of best practices and alignment with industry standards.
- Assist in driving the adoption of employee relations documentation and policies by management.

### **Risk and Compliance**

- Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks.
  - Support and provide evidence to all internal and external audit requirements.
-

- 
- Maintain quality risk management standards in line with relevant requirements.
  - Maintain all related Service Level Agreements to minimise business risk and ensure business continuity.
  - Review related Standard Operating Procedures.
  - Adhere to all relevant laws, policies, and Standard Operating Procedures throughout the organisation.

### **Employment Equity**

- Assist in ensuring that EE related consultations and implementation initiatives to drive and support attainment of EE Strategy and Targets.
- Keep track of engagements in accordance with EEA and EE Strategy.
- Ensure EE Committee meets on a regular basis
- Perform operational duties to fulfil EEA requirements of reporting, analysis, insights, and Functional Targets.
- Assist in improving EE processes by undertaking regular reviews and assisting in reviews, administrative systems, and procedures.
- Ensure the accuracy of information by regularly conducting checks and sample audits as appropriate.
- Tracking employee development for EE purposes and workplace profile statistics.
- Tracking employee movements and workplace profile statistics.
- Ensuring reconciliation of data with various systems for accuracy.
- Assist in ensuring compliance Department of Labour and Employment by Reporting, keeping abreast of new developments, advising, and partnering with business and implementing new requirements.

### **General Administration**

- Coordinate and provide administrative duties in the business unit such as receiving telephone calls, correspondence and emails and flagging them as required.
- Work with the Senior Manager to prioritise an agenda and focus on the most important issues and opportunities within the business unit.
- Develop, maintain and update the business unit's annual meetings planner.
- Coordinate the National Bargaining Forum and preparation and ensure that all invitations, logistics, minutes and relevant agendas and materials are provided.
- Assist with the coordination and compilation of reports for the business unit for review and submission.
- Assist in the capturing of relevant information and maintaining the database for the business unit, ensuring data integrity.
- Monitor payments for Unit related activities.

### **Stakeholder Services.**

- Liaise with 3rd Party providers to ensure the effectiveness and efficiency of the service provided.
  - Respond to enquiries by gathering, analysing, summarising, and interpreting data.
  - Provide general support and assistance on any other Employee and labour Relations related deliverables.
  - Promptly and attentively respond to customer requests and queries within established parameters and timeframes.
  - Conduct induction and training workshops as and when needed.
  - Liaise with internal and external stakeholders.
  - Communicate and liaise with employees concerning Employee and labour Relations queries.
-

---

## **DESIRED SKILLS AND EXPERIENCE**

---

### **Minimum requirements:**

- NQF Level 7 in Labour Law / Labour Relations / Human Resources or equivalent.
- At least 3 to 5 years' experience in an employee relations role or similar
- At least 1 year experience in dealing with employment equity administration.
- Proven experience in managing relationships between organized labour and management.
- CCMA representation experience
- Strong knowledge of labour laws, regulations.

### **Skill and Competencies:**

- Ability to consult and coach.
- Project Management
- Communication (Verbal and Written)
- Asset Life Cycle management
- Time Management
- Change Management
- Conflict Management
- Risk Management
- Strong ability to apply case law and judicial precedents to labour related issues

### **Behavioural Attributes**

- Emotional Intelligence
  - Decision Making & Problem Solving
  - Resilience
-

- 
- Negotiating
  - Interpersonal Relations
  - Team Leadership
  - Persuasion and influencing
  - Confidentiality
  - Professionalism
  - Honesty and integrity
  - Attentive to detail and accuracy
  - Attention to detail and ability to maintain confidentiality.

---

## REMUNERATION & BENEFITS

**Remuneration Package:** R 861 160 to R 987 024 per annum

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

---

### PLEASE NOTE

**Closing date: 24 June 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 Ms. Thokozile Mnikina via the following email address: [jobs@nsfas.org.za](mailto:jobs@nsfas.org.za).

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

**For Enquiries:** Email: [Thokozilem@nsfas.org.za](mailto:Thokozilem@nsfas.org.za)



National Student Financial Aid Scheme

---

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 “

---