



National Student Financial Aid Scheme

Job Specification & Recruiting Profile of Vacancy

03 May 2024

The following vacancy exists at NSFAS in Cape Town.

Position	Office Manager	Type & Grade	Permanent, D1
Vacancy No	14 of 2024/25	Department & Unit	ICT

POSITION OVERVIEW:

Responsible for coordinating project activities, maintaining project documentation and ensuring efficient communication among project team members and stakeholders. Providing business support to the office of the CIO, overall ensuring efficient and effective administration processes and procedures.

RESPONSIBILITIES:

ICT Office/Project Management

- Manage, track and co-ordinate the various projects within the ICT department
- Monitor the delivery dates, and communicate any changes in projects or expectations
- Prioritise and track project delivery, ensuring correct stakeholders are informed and updated
- Receive and respond to queries, that come through relating to the ICT projects
- Ensure all projects are aligned with NSFAS policy requirements

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- Identify challenges and ensure these are communicated timeously to the relevant stakeholders
 - Track the implementation of identified projects within the CIO's Office support programmes
 - Analyse and interpret project reports on completion of the project to evaluate return on investment and to inform decision-making in the unit

Administrative Support and co-ordination of Core Strategic Objectives

- Assist with the administrative support of the implementation of the CIO's Office strategic plans
- Maintain project documentation, including project plans, status reports, meeting minutes and other relevant documentation
- Act as the liaison between the CIO and other executives, clients, and stakeholders to ensure consistent communication and ensuring involvement or decision-making at the proper time
- Ensure documentation is organised, up-to-date and accessible to project team members and stakeholders
- Coordinate strategic business initiatives and provide administrative support, to ensure completion
- Supervise daily operations and help oversee identified projects
- Document the identified business strategies and policies as confirmed by the CIO and Board Executives, ensuring communication to the necessary stakeholders
- Ensure the correct and identified administrative procedures are implemented within the business unit; proper filing system, records of all internal and external correspondence, proper recording of supplier requisitions
- Manage Purchase Orders, reconciling against what has been invoiced and correct allocation to correct project
- Track and prioritise contract updates and renewals, ensuring the spend is aligned with correct cycles and budget requirements

Reporting and Dashboard Development

- Identify reporting requirements, to best track and monitor the various projects within the ICT department
- Ensure correct and accurate collation of reporting information to business on identified challenges and pain points
- Gather correct information from the various teams within ICT and compile weekly and monthly reports, that identify current projects, the status of each project as well as any pain points
- Update and maintain the PO report, ensuring all supplier contracts are correctly detailed and invoiced correctly reconciled against budget

Collaboration and Communication

- Facilitate communication among project team members, stakeholders and external partners
- Provide regular updates on project status, risks and issues to the CIO and other stakeholders
- Address inquiries and requests from stakeholders in a timely and professional manner
- Ensure regular communication, is provided to both the internal ICT team as well as relevant external stakeholders regarding updates or changes to projects
- Manage the receiving and tracking of any tender documentation, ensuring in line with NSFAS policies
- Collaborate with relevant stakeholders, facilitating the ongoing support to the various units and institutions
- Communication and manage the maximisation of ICT staff expectations with the NSFAS ongoing CIO's Office support programmes in line with the departments strategic objectives

Continuous Improvement

- Stay abreast of emerging technologies and trends in the IT industry
- Ensure regular evaluation of new technologies for potential adoption, considering their potential benefits, risks, and alignment with organizational objectives
- Identify improvement in processes and procedures, where necessary to limit challenges

Risk and Compliance

- Forecast activities and projects against deadlines and budget
- Ensure all approved projects are delivered in line with NSFAS requirements
- Ensure all PO's are reconciled against agreed and approved Purchase Order numbers
- Review, reconcile and recommend the CIO's Office support payments and recover any overpayments
- Monitor and manage the procurement elements, ensuring best practice is implemented and all items procured are in line with NSFAS requirements
- Ensure all correct documentation, in the event of an Audit

Risk, Compliance Monitoring & Evaluation

- Ensure the correct processes and procedures are implemented and maintained within the business unit, and conform to the identified plans as well as check performance progress against the set goals and objectives
- Identify and correct deviations from standards against documented standards, measuring actual performance, comparing actual standards, determining variances, and take corrective actions to ensure the attainment of goals and objectives
- Coordinate and manage the implementational audit plan.

Information & Knowledge Management

- Collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF 7 in Project Management, Business Administration or equivalent qualification
- 5+ years' experience and exposure in dealing with positions such as CIO/CDO/CTIO strategic office management position or in a similar environment.
- Proven experience in ICT Project Management
- Experience in ICT Operations
- Exposure budget planning and procurement
- IT Methodologies i.e. Agile, Waterfall

Preferred:

- ICT Governance of Enterprise (CGEIT)
- PFMA, DBSA, Audits Risk, Compliance related to ICT
- Exposure to ICT Strategy implementation
- ICT Project Management
- Advanced Knowledge of the higher education sector
- Experience in working in Government Sector
- Ability to manage large data sets

Skills and Competencies:

- Interpersonal Skills
 - High attention to details
 - Presentation Skills
 - Deadline driven
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- Ability to work under pressure
 - Ability to multi-task
 - Strong organisational skills
 - Leadership Skills.
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REMUNERATION & BENEFITS

Remuneration Package: R 864 336 - R1 018155

The Total Cost per annum inclusive of all benefits and company contributions

PLEASE NOTE

Closing date: 17 May 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 Documents, and names of three contactable referees. The response must be addressed to the attention of Thokozile Mnikina via the following email address: **jobs@nsfas.org.za**.

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

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