

## Job Specification & Recruiting Profile of Vacancy

---

**28 February 2021**

---

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Chief Information Officer	<b>Type &amp; Grade</b>	15
<b>Vacancy No</b>	45 of 2020/21	<b>Department &amp; Unit</b>	ICT

### POSITION OVERVIEW:

---

The NSFAS is a schedule 3(A) entity governed by the National Student Financial Aid Scheme Act (56 of 1999). The role of the organisation is to provide financial aid to eligible students from poor and working-class families who would otherwise not be able to afford to study at South African TVET colleges and public universities. NSFAS assesses students for funding eligibility and ensures that qualifying students who are registered at public universities and colleges receive funding to support their studies, in line with policy, and in partnership with institutions. NSFAS is also responsible for collecting student loan payments on loans provided before 2018, in order to replenish the available funds for future generations of students. In addition to the main bursary scheme for poor and working-class students, NSFAS also manage a number of other government bursaries including the Funza Lushaka Bursary for teachers. NSFAS manages a significant budget on behalf of government.

The Chief Information Officer will be responsible to set objectives and strategies for the ICT Department to ensure that the required technology solutions are provided for the total value chain related to student funding, for selecting and implementing suitable technology systems to streamline all internal operations and processes and to facilitate integration / interfacing to the technology systems of universities and TVETS, for designing and customizing technological systems and platforms to improve the student funding process and customer experience, to digitalize ICT activities, develop and maintain professional relations with all the relevant stakeholders, represent

---

---

ICT as a member of the NSFAS Executive Management, reporting to the Chief Executive Officer and to formulate the ICT organisational business model in alignment with the overall organisational business model and strategy to support and effectively manage student funding. The successful incumbent will lead and manage a team of technical professionals and specialists, develop the organization's ICT human capital, be responsible for the implementation of ICT governance, risk awareness and management and compliance frameworks, compilation of risk register and mitigation against critical risks, the day to day IT operations and business continuity and contributing to strategy formulation and enabling organisation wide adoption to the NSFAS mandate.

## **RESPONSIBILITES**

### **ICT MANAGEMENT**

- Designs ICT strategy, policies and procedures, and ensures implementation thereof
- Develops and drives ICT plans and goals
- Drives implementation of ICT outputs in APP
- Monitors progress against both NSFAS strategic Plan, NSFAS APP and ICT APP outputs
- Sets and monitors ICT goals and performance standards
- Develops metrics to measure ICT effectiveness
- Analyses and interprets data and metrics
- Drafts and drives Service Level Agreements with internal and external clients

### **BUSINESS SOLUTIONS**

- Identifies ICT risks, challenges
- Drafts and drives ICT risk mitigation plans
- Conducts scenario planning
- Drives ICT efficiencies
- Ensures ICT Policies are developed and adhered to
- Participates in expansion activities
- Design ICT infra-structure, policies, processes and systems
- Identifies opportunities for technological innovation and drive implementation
- Selects and implements suitable technology to streamline all internal operations
- Leads the design and customizing of technological systems and platforms to improve customer experience
- Approves purchases of technological equipment and software

- Oversees the technological infrastructure (networks and computer systems) in the organisation to ensure optimal performance
- Ensures that all ICT related projects are completed within the agreed timeframes and budgets
- Analyses the costs, value and risks of information technology to advise management and suggest actions

## GOVERNANCE

- Works with the Governance, Risk and Compliance Executive to develop and implement an integrated GRC and Business Continuity framework for ICT
- Responsible for conducting regular assessment and driving the resolution of identified risks and issues within the ITC environment
- Ensures that ICT functions meet governance and compliance requirements.
- Provides updates and reports to the Executive Committee, Board and relevant Committees in accordance with the organisational GRC framework and its requirements.

## PEOPLE

- Provides leadership, direction and management to ICT Division and the broader NSFAS organisation
- Ensures compliance with HR standards and requirements
- Attracts, recruits, develops, engages and retains required managers and employees within ICT; provides mentoring and coaching where required and necessary
- Drive a culture of high performance and customer centricity within ICT
- Ensures regular communication with both direct reports and all ICT employees
- Maintains compliance, consistency, and take corrective action when needed.
- Coaches, mentors and develops direct reports for performance improvement, career progression and recognition purposes
- Is a member of the Senior Leadership of the organization
- Champions and demonstrates the NSFAS Leadership Behaviours and Values
- Motivates, leads and emulates high performance for the ICT management team

---

## FINANCE

- Ensures that the departmental strategy is adequately budgeted for through the development and implementation of a requisite budget
- Provide effective financial control, management of costs and corporate governance in the division
- Reports and accounts on ICT budgets, forecasts and expenditure as and when required by the EXCO, Board and relevant stakeholders and statutory bodies

## STAKEHOLDER MANAGEMENT

- Participates in the strategic positioning of NSFAS and promote the enterprise with relevant stakeholders
- Manage and influence relationships and service level agreements made with internal and external stakeholders
- Develop, implement and report on a plan for engaging stakeholders on a regular basis; manage and resolve all identified issues and risks to facilitate healthy stakeholder engagements and relationships

---

## QUALIFICATIONS, SKILLS AND EXPERIENCE

---

### Required Qualifications

- Honours Degree in Information Technology or related field

### Knowledge and Experience

- At least 15 plus years' experience in a similar environment, of which 5 - 8 years at executive management level
- At least seven years' senior management experience in ICT
- Reasonable understanding of procedures and statutory requirements applicable to section 3(A) entities
- Good knowledge of governance, risk and organisational performance management principles
- Basic understanding of the Higher Education sector

### Beneficial

- Postgraduate qualification in Information Technology, Business Management or related

---

## Behavioural Competencies

- Accountability
- Accurate understanding
- Building sustainability
- Championing the mandate
- Conceptual thinking
- Developing others
- Striving for excellence
- Fairness and transparency
- Honesty and integrity
- Influencing others
- Leveraging diversity
- Mobilising teams
- Respect
- Responsibility for societal impact
- Trust

## Technical Competencies

- Business Acumen
- Decisiveness
- Effective Business Communication
- Financial Control
- Performance Reporting
- Functional Policies and Procedures
- Managerial budgeting
- Planning
- Management and measurement
- Problem Analysis and Judgement
- Strategic Planning

## Compliance Competencies

- Must have security clearance ideally Government Top Secret clearance

---

## REMUNERATION & BENEFITS

---

### **Remuneration Package:**

R 1 486 877 to R 1 629 348 per annum

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

---

### **PLEASE NOTE**

**Closing date: 14 March 2021**

**If you meet the above competencies, you are invited to apply. Full job specifications can be found on the NSFAS website [www.nsfas.org.za](http://www.nsfas.org.za)**

**Interested applicants should send a letter of application together with a detailed Curriculum Vitae, copies of academic qualifications, ID and names of three contactable references to Ms. Fayroes Sherry via email [recruit@nsfas.org.za](mailto:recruit@nsfas.org.za)**

**NSFAS will not consider late applications. NSFAS only corresponds with shortlisted candidates. If you do not hear from NSFAS within 2 months of 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 representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference. “**

10 Brodie Road, House Vincent, 2nd Floor, Wynberg, Cape Town, 7700 | Private Bag X1, Plumstead, Cape Town, 7800

Tel No.: 0800 067 327 | 021 763 3200 | Email: [jobs@nsfas.org.za](mailto:jobs@nsfas.org.za)

---