

Job Specification & Recruiting Profile of Vacancy

10 June 2023

The following vacancy exists at NSFAS in Cape Town.

Position	Manager: Student Accounts	Type & Grade	Permanent, D2
Vacancy No	10 of 2023/24	Department & Unit	Core Business, Application Support

POSITION OVERVIEW:

To manage and review the application of the NSFAS student funding criteria through verification of registration claims. Effective and Efficient resolution of exceptions and validation of student accounts. Review all data involved in the student funding value chain

RESPONSIBILITIES:

Policy, Systems & Procedure Development

- To participate in the review, development, and management of the NSFAS policy(ies), guidelines, and procedures for student verification records and account management.

Core Strategic Objectives Development

- To contribute to the review and facilitate the development of the student account management unit operational strategy, and operational plans for the effective and efficient running of the unit.

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- To ensure that verification and maintenance of student accounts in accordance with the NSFAS operating procedures.
 - To ensure registration claims adhere to funding rules and comply with internal data integrity standards and protocols.
 - To provide input to the internal core business calendar that supports the development of core business solutions.
 - To proactively manage all exceptions in the student funding value chain.
 - To produce analytical reports that will provide trends and inform policy on student funding.
 - To manage data set-up requirements for Core Business
 - To manage the student off-boarding process.
 - To oversee the student adjustment process in the maintenance of student accounts.
 - To provide input to the final reporting process in the closure of student accounts.

People Management & Ethical Leadership

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

Stakeholder Management & Relationships.

- To work with internal stakeholders to optimize the student account management process for NSFAS beneficiaries.
- To manage our external stakeholders service level agreements in connection with outsourced work relating to students' account management process.
- To manage external stakeholder expectations and provide feedback on student claims.

Project Management & Leadership

- To manage and supervise the projects to address identified needs as per the student account management strategy.
 - To analyse and interpret project reports on completion of the project to evaluate return on investment and to inform decision-making in the unit.
 - To lead and provide unit's input to the projects affecting student account management.
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Budget optimisation

- To budget forecast for student account management plans, activities, and projects
- To manage expenditure in line with student account management activities and projects.
- To manage payment of student account service providers in line with institutions' verified registration details
- To plan and efficiently manage the budget allocation and resources assigned to the unit for the benefit of the exceptional student experience.

Risk, Compliance Monitoring & Evaluation

- To use standard reporting templates and tools and make recommendations for improvements over time.
- To monitor compliance of section and direct reports with compliance needs of the APP service unit plans.
- To submit performance and compliance reports timeously and to required standards.
- To develop and comprehensive report system for the unit that considers all operational aspects.
- To manage risk within the student account management unit.
- To provide regular management reports on the applications and evaluation processes.

Information & Knowledge Management

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

Reporting & Accountability

- To report on and account for unit strategic KPIs progress, the unit operational plan progress, strategic stakeholders' issues and interventions management, on internal and external audit and risk and any other work in the mandate of the ongoing student support unit

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 7 in Commercial, accounting, information systems analysis or Management Sciences fields
 - Computer literacy – Intermediate MS Package Suite
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- Driver's License
 - 10 years minimum experience in financial management, 5 years at management level.
 - Experience in financial systems and accounting, demonstrated ability in operational processes.
 - Experience within the public sector.
 - Experience in data analysis of key problem areas to assist in root cause analysis.
 - Knowledge of the Higher Education sector, the NSFAS Act, NCA and the PFMA.

Preferred:

- NQF Level 8 plus in Commercial or Management Sciences

Skill and Competencies:

- Presentation Skills
- Analytical thinking
- Problem-solving skills
- Decision-making skills
- Negotiation skills
- People Management

REMUNERATION & BENEFITS

PLEASE NOTE

Closing date: 23 June 2023

Remuneration Package: NSFAS offers a Competitive Remuneration Package that is Market-Related.
Total Cost to Company per annum inclusive of all benefits and company contributions.

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. Fayroes Sherry 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.

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