

## Job Specification & Recruiting Profile of Vacancy

23 January 2026

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Senior Manager: Human Resources Operations	<b>Type &amp; Grade</b>	Permanent, D3
<b>Vacancy No</b>	47 of 2025/26	<b>Department &amp; Unit</b>	Human Resources

### POSITION OVERVIEW:

The main purpose of the job is to manage, develop, and coach all individuals within the HR Operations sub-unit to build high-performing teams; own and oversee the end-to-end HR Operations value chain for seamless delivery and efficiency; establish and maintain robust internal controls, governance frameworks, and risk management practices; drive automation initiatives and optimise HRIS systems to minimise manual interventions and enhance productivity; leverage HR data and analytics to monitor performance, identify improvement opportunities, and inform strategic decisions; and partner with cross-functional teams, supported by the HR Executive, to deliver continuous improvement initiatives across NSFAS.

### RESPONSIBILITIES:

#### Develop and implement strategy, operations plans and policies.

- Develop and implement the annual Ops Plan to support the HR strategic aims and objectives.

- Facilitate the unit inputs to the HR Ops service unit strategy, Annual plans, and policies development.
- Assessment and diagnostic of the HR Ops service unit strategy, Annual plans, and policies for continuous improvements.
- Identify and recommend meaningful metrics, value assessment techniques and identification of actionable insights to drive continuous improvements.

### **Lead HR Operations**

- Oversee the implementation of the service unit plans.
- Develop, oversee, and facilitate the implementation of metrics and techniques based on value proposition and user/business partner requirements that deliver excellence experience, mitigate risks and track value for users.
- Attend cross functional collaborative senior management meetings to share best practices.
- Ensure the optimal performance of HR OPS systems, processes and tools for service delivery, feedback, and identification of high impact opportunities for improvements.
- Develop and oversee the implementation of HR Operations service level agreements with respective departments.
- Review the delivery performance metrics for gaps, failures, and collaborate with stakeholders for root cause analysis and make improvements recommendations.

### **Lead People Management.**

- Leading the HR operations team in developing, implementing, and improving the standards and frameworks of the unit.
  - Assign, coordinate, and oversee the monitoring of service delivery accountabilities and projects among internal and external entities.
  - Manage team action and HR Ops service unit management meetings.
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- Manage staff development and performance plans and ongoing coaching.
- Coach, mentor, train and develop HR Ops service unit members for performance improvement and career progression.
- Identify trends and issues in the service unit and take corrective action if required.

#### **Monitor and report.**

- Monitor and improve the compliance factor of HR Operations service unit.
- Identify operations related trends that supports the improvement of the service unit.
- Conduct audits and reviews of the service unit processes and improve on the outcomes.
- Report on performance metrics and insights to key stakeholders within HR operations and business partner/line management area.

#### **Coordinate of Stakeholder Relations**

- Coordinate internal department stakeholders related functions and relations between HR operations and NSFAS departments for excellent value creation and employee experience.
- Coordinate external department stakeholders related functions between operations and other units in HR for excellent value creation and employee experience i.e., centres of excellence.
- Identify cross functional projects responsible for driving improvements and service excellence across HR operations sphere of influence.

#### **Manage the Unit Budget.**

- Develop HR Operations budget.
- Monitor compliance with HR Ops plan and take corrective action where necessary.
- Draft and submit monthly and quarterly projections and utilisations reports.
- Explain monthly service unit utilization variances.

#### **Oversee Remuneration and Benefits**

- Research and recommends best practices remuneration or compensation framework for NSFAS in pursuit of the employer of choice initiative.
  - Oversee the full function of payroll cycle including the final sign-off and authorization Information & Knowledge Management.
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## **DESIRED SKILLS AND EXPERIENCE**

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### **Minimum requirements:**

- NQF level 7 qualification in Human Resources and/or Industrial Psychology
- 10 years' experience as in HR Operations, of which 5 years should be at a management level.
- 5 years Management experience in Service Conditions, Remuneration and Benefits and HR Administration.

### **Preferred**

- NQF level 8 qualification in Human resources and/or Industrial Psychology
- Knowledge of Project Management Principles.
- Knowledge of HR systems and applications.
- Knowledge of PFMA.

### **Skill and Competencies:**

- Analytical thinking
  - Problem solving
  - Attention to detail
  - Report writing
  - Decision making
  - Planning skills
  - Interpersonal skills
  - Time management
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- Presentation skills
  - Resilience

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## REMUNERATION & BENEFITS

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

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### PLEASE NOTE: Closing date: 8 February 2026

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. Application must be sent via email address: **jobs@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 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 presentively (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote presentively will receive preference. “

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