



INTERNAL/EXTERNAL ADVERT

The Office of the Pension Funds Adjudicator (OPFA) is established in terms of section 30B of the Pension Funds Act, 24 of 1956 to dispose of pension fund complaints lodged in terms of the Act in a procedurally fair, economical, and expeditious manner.

Position : **Assistant Adjudicator**
Position status : **Permanent**
Reporting line : **New Complaints Unit Supervisor**
Position location : **Pretoria, Ashlea Gardens**

Qualifications and Experience:

- Bachelor's degree in LLB and qualification in systems administration
- 3 years' experience in case management – documentation management and general administration
- Experience in Pension Funds industry, Ombud or similar institution.
- Experience working on Respond system.
- Knowledge and understanding of the Pension Funds Act and the role of the Pension Funds Adjudicator
- Case management system knowledge.

Minimum Requirements and Key Competencies:

- Computer Literacy (MS Word, Excel, Ms Outlook)
- Take initiative in personal development
- Team player
- Analytical skills
- Drafting skills
- Critical thinking skills
- Problem solving skills
- Ability to work under pressure
- Good verbal and written communication skills
- Attention to detail and ability to work under pressure

Responsibilities:

- Quality control the factual and legal accuracy of letters issued by NCU.
- Update letter templates and forms on Respond and website as and when required
- Update contact list of addresses and addressees to use when referring complaints to funds / administrators.
- Review and sign off draft letters
- Assist with Jurisdiction assessment of new complaints as and when required
- Assist with assessment of RtF-responses as and when required
- Draw reports/stats from Case Management system (Respond) as and when required
- Accurately record/save stats in designated folders
- Check accuracy of data loaded on the system and update same as appropriate
- Coordinate and provide information to support internal and external audits
- Compile weekly, monthly and quarterly reports for the team in the absence of the NCU Supervisor
- Manage Tip-off reports received from Risk & Compliance and submit monthly progress report to Risk and Compliance Officer.
- Suggest changes to the System as and when required and assist in implementation, where necessary.
- Monitor the case management system performance

Behavioural Attributes:

The potential suitable candidate must be a strategic and creative thinker, passionate about service delivery, be able to thrive under pressure. The candidate must be able to display compassion towards members of the public and complainants and have an open-door policy. Energetic, outcomes and deadlines driven attributes are essential. An influential team player, great communicator, with high levels of integrity and professionalism.

Remuneration:

OPFA offers market related remuneration commensurate to the successful candidate's skills and experience.

Interested persons may submit applications, inclusive of academic qualifications and CV to careers@pfa.org.za. Closing date for applications is 26 January 2024.

The OPFA reserves the right not to make an appointment. If you do not receive any response within a month of the closing date, please accept that your application has been unsuccessful. Regret correspondence will only be sent to interviewed candidates.

The OPFA is an equal opportunity employer and as such, preference will be given to candidates from the designated groups in line with the organisation's employment equity plan. [Persons living with disability are highly encouraged to apply.](#)

By completing your details and submitting your application, you consent to OPFA processing your personal information.