



## **EXTERNAL / INTERNAL ADVERT**

The Office of the Pension Funds Adjudicator (OPFA) is a statutory body established in terms of the Pension Funds Act, 24 of 1956 to investigate complaints referred to it in terms of the Act. The office is based in Ashlea Gardens in Pretoria.

### **EARLY RESOLUTION MANAGER**

**Pretoria Office, Ashlea Gardens**

**Remuneration: *The position offers a Market related salary***

The Office of the Pension Funds Adjudicator (OPFA) is seeking to appoint a candidate who is results-driven, passionate about service delivery, thrives under pressure, respect deadlines and is a team player with high levels of professionalism.

#### **Minimum requirements and key competencies:**

- A Bachelor of Law Degree (LLB).
- Minimum 7 years' experience in Pension Funds Industry with 3 years Managerial experience.
- Ability to assess facts, interpret legislation and draft legal documents.
- Experience in the financial services sector will be an added advantage.
- Extensive knowledge and understanding of the Pension Funds Act and the role of the OPFA.
- Demonstrable experience in people management reflecting a strong capability to manage a team and motivate staff to achieve the organisational objects and targets.
- Deadline driven.
- Ability to think independently and critically about an issue and propose solutions.
- A high level of judgement, confidence and a decisive approach.
- Take initiative in personal development.
- Ability to perform in a high-pressure environment.

## **Responsibilities:**

Consideration and finalisation of cases as per the workflow:

- Conduct proper assessment of cases within the 48-hour standard timeframe.
- Identify complaints for priority resolution.
- Ensure that all complaints are processed according to the approved workflow.
- Request clarity from funds where the funds did not address all the issues.
- Finalise all Settlements and 'Out of jurisdiction' cases within 5 days of the receipt of final correspondence.
- Ensure that accurate, properly drafted settlements and OJ letters are sent to the parties within the prescribed timeframe.

Quality control of settlement and out of jurisdiction letters:

- Review all letters submitted by SAA, JAA and Case Officers in the team.
- Review corrections where necessary.
- Ensure that all aspects of a complaint have been properly addressed.
- Ensure that all legal principles are correctly identified, substantiated and accurately analysed.
- Ensure that settlements and out of jurisdiction letters are properly drafted.

Team Management:

- Provide guidance and supervision to team members.
- Maintain statistics for the team and submit required reports.
- Training and development of team members.
- Plan and allocate complaints to team members.
- Lead and guide team members to achieve and maintain turnaround targets.
- Ensure that team members' competencies are assessed, and training requirements addressed.
- Performance management of team members and communicate accordingly.

Risk Management:

- Identify any operational and procedural risks within the Early Resolution Processes.
- Report on and provide mitigating actions to minimise risks identified.
- Review and action any risk concerns identified within area of responsibility by Risk Committee/Management.

Strategic Management:

Assist Executive with strategic planning by:

- Providing operational information required for strategic planning.

- Advising on any long-term requirements affecting the Early Resolution Team
- Produce operational plans to implement approved divisional strategy.
- Report on achievement of objectives listed in strategic plan.
- Contribute to understanding of pension funds law by researching new trends, writing articles and speaking at public.
- Develop, review and maintain policies in terms of priority resolution of matters.

MANCO Duties:

- Attend MANCO meetings.
- Preparing and submission of all strategic documents.
- Ensure compliance with relevant legislation.
- Provide strategic and operational guidance.

How to apply:

Interested qualifying employee should apply in writing by submitting their CV to [Careers@pfa.org.za](mailto:Careers@pfa.org.za).

For further enquiries contact the HR Manager, Vidette Brancken on 012 748 4023 or e-mail: [Vidette.brancken@pfa.org.za](mailto:Vidette.brancken@pfa.org.za).

Closing date for applications is **21 May 2021**.

The OPFA is an equal opportunity employer and is committed to achieving its Employment Equity objectives.