



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 : Senior Assistant Adjudicator - Team Leader (x1)**
- Position status : Permanent**
- Reporting line : Deputy Pension Funds Adjudicator**
- Position location : Ashlea Gardens, Pretoria**
- Remuneration range: Negotiable - Commensurate with experience**

The OPFA is seeking to appoint a **Senior Assistant Adjudicator - Team Leader** in an exciting leadership role which offers the opportunity to lead a team in providing high service, while serving as part of the OPFA ManCo team.

Qualifications and Experience:

- A Bachelor of Law Degree (LLB).
- 5 years' middle to senior managerial experience in a legal environment preferably at a regulatory body, ombudsman, or pension funds administrator.
- Ability to work on a case administration system dealing with high volumes of complaints.
- Ability to review draft determinations.
- Ability to assess facts, interpret legislation and provide guidance to team members.

- 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 Pension Funds Adjudicator.

Minimum Requirements and Key Competencies:

- Demonstrable experience in people management reflecting a strong capability to manage a team and motivate staff to achieve results
- Strong administrative skills including ability to draft reports and being deadline driven.
- Computer literacy.
- Excellent verbal and written communication skills.
- Ability to think independently and critically about an issue and propose solutions.
- A high level of judgment, confidence, and decisive approach.
- Take initiative in personal development.
- Ability to perform in a high-pressure environment.

Responsibilities:

- Quality control of draft determinations being submitted to the Adjudicator and Deputy Adjudicator for approval.
- Ensure that all complaints are administered according to the approved process
- Manage a team of professionals including planning and monitoring activities, providing guidance, allocation of tasks, and maintaining a statistical records
- Identify, report, and mitigate risks to the organisation and review risk mitigating actions within the area of responsibility.
- Adhere to all deadlines and turnaround times.
- Substantial input into the strategic planning of the organisation.
- Active participation in the organisation's management committee.
- Adherence to organisational values.

- Ad hoc projects and tasks.
- Preparation of monthly, quarterly, and annual reports when required.
- Actively participate as a member of the OPFA ManCo and other committees as and when required.
- Actively engage with stakeholders on matters of mutual interest.

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 September 2023.

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.