

[*paying the right social grant, to the right person,
at the right time and place. NJALO!*]



sassa

SASSA is a dynamic organisation that provides a range of essential services to a diverse group of South Africans. With offices countrywide, our operational structures aspire to embrace all that is state-of-the-art, offices that are modern and an environment designed to stimulate the worker to achieve, enjoy, progress and prosper.

EXTERNAL ADVERT

WESTERN CAPE REGION

ASSISTANT MANAGER: GRANT ADMINISTRATION

Salary: R477 090 – R561 981 (SL 10) p/a exclusive of benefits.

Location: Gugulethu Local Office (**REF: ASD/2021/GUGS**)

Minimum Requirements: Candidates should hold a Relevant Degree / National Diploma/ NQF equivalent qualification coupled with 3 - 5 years' experience in the relevant field. Computer Literacy and a Valid Driver's license are essential.

The incumbent will: Manage the operations within local office(s) pertaining to the grant application processes and ensure compliance to relevant policies and prescripts: intake, processing and approval of grant applications; Grant reviews; Grant appeals; loose correspondence. Manage the provision of an effective customer service to beneficiaries / Clients: Handling of complaints, Implement client improvement services; Help desk service; Liaison with Beneficiaries/ Clients. Monitor pay point capacity and service delivery by payment service providers: Ensure basic pay point resources are provided e.g. water, shelter chairs and fences, etc. Ensure effective and efficient operations at pay points; Monitor service delivery provided by service providers. Coordinate and manage service points. Ensure improvement of service delivery at Local Office(s): Elimination of long queues; Improve customer services, transparency and communication; Ensure improvement on Cycle Time and delays; Ensure standardization and uniformity and Technical and functional support. Manage subordinates: Supervision/appraisal/disciplinary; Leave, Training and development, Planning and organization, Guidance and Mentoring. Ensure adherence to Section 57 of the Public Finance Management Act (PMFA, Chapter 6, Part 3).

Preference will be given to Persons with Disability, Coloured Male, Indian Male and Coloured Female respectively at the time of appointment.

Closing date: 17 December 2021 @16:00

Applicants should send their applications (CV, **New Z83** and highest qualification only) quoting the relevant reference number and position name on the Z83, as per the advert. The subject heading of the email should indicate **ONLY the Reference Number** of the position you are applying for. Applicants must ensure that they send their applications to the correct inbox/email indicated in the advert. Applications should consist of a comprehensive CV (specifying qualifications - institution obtained from, experience, duties, indicating the respective dates (MM/YY) per position, Drivers licence, Identity Number, Race and Gender (including disability where applicable) as well as indicating references with full contact details. Interviews may be conducted via a virtual medium which will be discussed with each shortlisted applicant. Kindly note that copies of other qualifications, certificates, ID and driver's license etc, should **ONLY** be submitted upon request. (Shortlisted candidates with disabilities may be required to submit medical proof at the time of the interview)

Applicants interested in applying for these posts should send their applications via email to: **WC-Applications@sassa.gov.za**.

Only one attachment / application per e-mail (Z83, CV & Highest qualification to be scanned as one document)

No separate documents will be accepted

All the above documents to be scanned in black & white only, if possible

Strictly applications meeting the above criteria will be considered.

Enquiries: Ms Thabile Sigabi – 021 469 0301 / Ms Namhla Henda – 021469 0258

If you have not been contacted within 3 months after the closing date of the advertisement, please accept that your application has been unsuccessful.

Toll free: 0800 60 10 11

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