

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



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

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: R470 040 – R553 677 (SL 10) p/a exclusive of benefits.

Location: Caledon Local Office (**REF:ASD2020/CAL**)

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 for the above position will be given to Persons with Disability, Coloured Male, African Female followed by White Male as at the time of appointment.

Important notes: All these positions are advertised with minimum requirements. Appointment will be subject to a compulsory pre-employment screening in the form of qualification, reference, ITC, criminal checks and compulsory competency assessment (where applicable). It is our intention to promote representivity in terms of race, gender and disability through the filling of these posts and candidates whose appointment will promote representivity will receive preference. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA) prior to the selection process. SASSA is under no obligation to fill a post after the advertisement thereof. Please note: All SASSA staff are subjected to compulsory Security Vetting on appointment. **Closing Date: 9 October 2020 @ 16:00.**

Toll free: 0800 60 10 11
www.sassa.gov.za

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social development
Department:
Social Development
REPUBLIC OF SOUTH AFRICA



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

ONLY the Reference Number to be included in the Subject heading of your e-mail.

Applications must be limited to: Z83 & CV (4 pages max) (NQF level must be indicated in respect of highest tertiary qualification).


Only one attachment / application per e-mail. All the above documents to be scanned in black & white only
– no separate documents will be allowed.

Strictly applications meeting the above criteria will be considered.

Enquiries: Ms Zanele Ngcanga – 021 469 0448 / Ms Eurica Potgieter – 021 469 0455.

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

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