

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



**sassa**  
SOUTH AFRICAN SOCIAL SECURITY AGENCY

**Manager: Grant Intake Management**  
**Salary: R733 257 – R863 748 exclusive of benefits**  
**Location: Head Office (Pretoria)**  
**(Ref No: SAS H/O 25/08/20-40)**

Candidates should hold a B Degree or 3 years' tertiary qualification in the relevant field coupled with 1-2 years proven managerial experience in the relevant field; knowledge of SASSA's Constitutional mandate, relevant policies and legislation; Knowledge of social assistance systems, social security management and poverty alleviation matters; Computer literacy and a valid driver's license are essential.

The Candidates will assist with the development and implementation of service delivery initiatives in the operational functioning of grants administration; Provide advice on social assistant legislation, policies and procedures; Assist with the management and monitoring of service delivery performance within the grants administration value chain to promote service delivery integration; Assist with the management of the Unit and subordinates in the section.

**Preference will be given to African Male/ White Male followed by Person with Disability and White Female, respectively.**

**The application for the above position must be sent to [tlouapplications@sassa.gov.za](mailto:tlouapplications@sassa.gov.za)**

**Practitioner: Call Centre Complaints**  
**Salary: R 316 791 – R 373 167 p.a. excluding benefits**  
**Location: Head Office – Pretoria**  
**(Ref No: SAS H/O 25/08/20-41)**

Candidates should hold a B degree or 3 years' tertiary qualification coupled with 2-3 years' supervisory experience in the relevant field; Computer literacy and a valid driver's license are essential.

The incumbent will provide strategic guidance and coordinate contact, complaints and call centre management; Assist with the development and coordination of strategies for call centre management; Assist with the coordination of complaint management strategies; Assist with the development of operating procedures for call centre management; Supervise, plan, and manage functions in the contact centre; Attend to and follow up customer complaints and questions; Manage the implementation and maintenance of a database; Manage the maintenance and repairing of equipment.

**Preference will be given to African Male followed by Person with Disability, respectively.**

**The application for the above position must be sent to [pamapplications@sassa.gov.za](mailto:pamapplications@sassa.gov.za)**

**Receptionist**  
**Salary: R 173 703 - R 204 612 p.a. exclusive of benefits**  
**Location: Head Office - Pretoria**  
**(Ref No: SAS H/O 25/08/20-42)**

Candidates should hold a Senior Certificate coupled with 0-1 year working experience in the relevant field; Computer literacy and a valid driver's license are essential.

The candidates will answer incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department; Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable; Answers questions about organization and provides callers with address, directions, and other information; Welcomes on-site visitors / beneficiaries, determines nature of business, and announces visitors to appropriate personnel.

**Preference will be given to Indian Male followed by White Male/ Female and Person with Disability, respectively.**

**The application for the above position must be sent to [vuyiapplications@sassa.gov.za](mailto:vuyiapplications@sassa.gov.za)**

**Manager: Operational Planning**  
**Salary: R 733 257 – R 863 748 p.a. inclusive of benefits**  
**Location: Head Office – Pretoria**  
**(Ref No: SAS H/O 25/08/20-43)**

Candidates should hold a B Degree or 3 years' tertiary qualification in the relevant field coupled with 1-2 years proven managerial experience in the relevant field; knowledge of SASSA's Constitutional mandate, relevant policies and legislation; Knowledge of social security management and poverty alleviation matters; Computer literacy and a valid driver's license are essential.

The candidate will coordinate, facilitate and manage the productions of the Annual Performance Plan, Operational Plans and performance reports across the Agency; Coordinate inputs of different branches for the development of the Annual Performance Plan and ensure alignment to government wide priorities (NDP, SONA, MTSF priorities); Facilitate, coordinate and manage SASSA's operational planning process for branches and regions; Facilitate, coordinate and manage the production of the quarterly and annual reports against predetermined objectives/plans; Provide leadership in order to enhance the Unit performance and outputs of the Unit; Manage resources and matters pertaining to staff.

**Preference will be given to African Male/ PWD followed by White Male and Coloured female/ Indian Male/ Female, respectively.**

**The application for the above position must be sent to [pamapplications@sassa.gov.za](mailto:pamapplications@sassa.gov.za)**

**Internal Auditors (3 posts)**  
**Salary: R 316 791 – 373 167 p.a. exclusive of benefits**  
**Location: Head Office – Pretoria**  
**(Ref No: SAS H/O 25/08/20-44)**

Candidates should hold a B Degree or 3 years tertiary qualification in the relevant field coupled with 2-3 years' experience in internal audit; Sound knowledge of the standards of the Institute of Internal Audit; Knowledge of legislative requirements in the Public sector, including the Public Finance Management Act; Knowledge of corporate governance and risk management process audits; Knowledge of iia standards for the professional practice of Internal Auditors; Knowledge of Teammate and CAATS (ACL) would be an added advantage. A valid driver's licence is essential.

The Candidate will provide internal auditing services; Planning of audits as per the approved annual and operational plan, including follow-up and ad-hoc audits as per instruction; Execution of audits as per the approved annual operational plan, including follow-up and ad-hoc audits as per instruction; Reporting of audits as per the approved annual operational plan, including follow-up and ad-hoc audits as per instruction; Ensure adherence to Section 57 of the Public Finance Management Act (PMFA, Chapter 6, Part 3).

**Preference will be given to African Male/ People with Disability followed by White Male, respectively.**

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**The application for the above position must be sent to [vuyiapplications@sassa.gov.za](mailto:vuyiapplications@sassa.gov.za)**

**Important notes:** All these positions are advertised with the minimum requirements. Appointments will be subjected to compulsory pre-employment screening in the form of qualification, reference, ITC, criminal checks and compulsory competency assessment. It is our intention to promote representivity in terms of race, gender and disability through the filling of this post and candidates whose appointment will promote representivity will receive preference. It is the applicant's responsibility to have foreign qualifications evaluated by 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. E-mailed applications will be accepted.

**Closing date: 07 September 2020.**

Applicants interested in applying for these posts should send their applications (CV and covering letter only, quoting the relevant reference number and position name as per the advert) to emails indicated on each position. Kindly note that copies of qualification, certificate, ID and driver's license etc, should be submitted upon request.

**Enquiries:**

**Mr Tlou Moloto - Tel No: (012) 400 2326**  
**Ms Pamela Tshefu - Tel No: (012) 400 2264**  
**Ms Salome Maluleke - Tel No: (012) 400 2057**

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

**Visit us at [www.sassa.gov.za](http://www.sassa.gov.za) or toll free: 0800 60 10 11.**

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**social development**  
Department:  
Social Development  
REPUBLIC OF SOUTH AFRICA



TOGETHER WE CAN BEAT THE COVID-19