



*The National Credit Regulator (NCR) was established as the regulator under the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, i.e. credit providers, credit bureaux, alternative dispute resolution agents, payment distribution agents and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the NCR to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities. The NCR invites applications from suitable candidates for the following position:*

**Position: Supervisor Debt Counselling**  
**Paterson Grade: D-Lower**  
**Salary ranges from R405 200 – R769 900 maximum**

**Requirements:**

- The successful candidate must hold a relevant diploma/degree in legal, compliance, business, management or equivalent with at least 5 years working experience of which 3 years should be at a supervisory or managerial level. Experience within the financial, legal, credit or regulatory environment will be an added advantage.
- A minimum of 2 years debt counselling process experience is required.

**Duties:**

- Implement the NCR's strategic objectives and the operational plan of the debt counselling department.
- Provide oversight and guidance on the entire operations of the department.
- Delegate duties to team members and give direction on execution.
- Develop operational procedures aligned to the applicable policies that support the operations of the department.
- Maintain and monitor implementation of departmental policies and procedures as well as applicable timelines.
- Monitor performance of the department and team members against the set targets and proactively advise on areas of improvement.
- People and departmental performance management.
- Budget and risk management.
- Provide relevant reports as and when required.
- Develop and maintain effective stakeholder relations to contribute to the effective operation of the department and organization.
- Handle all escalated internal and external queries efficiently.

**Knowledge:**

- National Credit Act, particularly the debt counselling provisions.
- South African consumer credit market.
- Compliance monitoring principles.
- People and performance management.

**Skills:**

- Supervisory/Management skills.
- Leadership skills.
- Evaluative, decision and problem solving abilities.
- Conflict management skills.
- Administrative and presentation skills.
- Computer skills.
- Excellent communication skills (both written and verbal).
- Ability to work under pressure and to delegate duties.
- Strong interpersonal skills.

**Closing Date: 24 April 2019**

The National Credit Regulator is an equal opportunity organisation which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: [Recruitment@ncr.org.za](mailto:Recruitment@ncr.org.za)

***Correspondence will only be entered into with short listed candidates. The National Credit Regulator reserves the right not to make an appointment.***

**Ref:DCS/4/19**