

CAREERS AT THE NATIONAL CREDIT REGULATOR

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 and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the Regulator 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 positions:

CHIEF ECONOMIST

REQUIREMENTS:

A post graduate qualification in economics preferably at honours level, with at least 10 years experience in drafting research reports and briefs, interpreting and advising organisations on economic trends and their impact on the organisation's strategic intent.

DUTIES:

Commission and interpret research, reviews and analysis of economic and market trends in the consumer credit industry • Liaise with NCR internal departments to evaluate market trends and direction • Co-ordinate understanding of NCR data to guide and advise NCR and the DTI on trends and relevant responses • Liaise with external professional economists and specialised economic research departments and institutions in order to advise NCR on relevant market and economic factors • Ensure NCR's industry expert profile is developed and maintained • Provide interpretation of economic reports which includes information on consumer credit market trends and debt levels • Production of press releases and comments for internal use and external publication relating to the consumer credit industry • Keep EXCO, the board and all relevant committees abreast of economic factors affecting the consumer credit market and the South African economy • Liaise and advise NCR departments contracting external economic research to ensure it is relevant, timeous and cost effective • Interact with the Media on behalf of NCR.

KNOWLEDGE:

Understanding and interpreting the application and impact of the NCA on the South African economy • Understanding of the South African Economy and how national and international events impact on the economy • Understanding of the South African and international consumer credit markets • The ability to commission and interpret Research • Strong understanding of micro and macro economic environments both nationally and internationally, particularly in the consumer credit industry.

SKILLS:

Ability to build and influence stakeholder relationships • Excellent Communication skills (verbal and in written) • Manage media relationships with key and significant players in the media • Strong leadership skills • Strategic insight and ability to summarise and communicate insights concisely • Ability to perform under pressure • Computer literacy as well as above average quantitative, qualitative, statistical and analytical skills • Strong Public Relations skills • Presentation and negotiation skills.

REFERENCE - ECE/5/12

MANAGER: DEBT COUNSELLING

REQUIREMENTS:

The candidate must have a relevant Degree or National Diploma relevant degree coupled with a minimum of 5 years experience with 3 years in a managerial position. Experience in a similar environment will be an added advantage.

DUTIES:

Overall Management of the Debt Counselling Department • Designing and development of a baseline plan for the implementation of Debt Counselling. This includes the development of selection criteria for service providers, designing a training program for Debt Counsellors, and developing a marketing and communication strategy for the program, through the Identification, selection, and training of service providers • Ensure effective implementation of Debt Counselling. This function also includes the compilation of statistical information on Debt Counselling and the production of reports on a monthly and quarterly basis • Evaluation of the implementation of debt counselling, which includes the evaluation of the impact of the program and to recommend adjustments where necessary • Monitoring of debt counsellors as well as terminations, this includes the compilation of the related reports • Manage divisional budget • Overseeing the proper management of PDA service level agreements • Oversee the hosting and management of the NCR debt help system • The incumbent will also be responsible for stakeholder relations • Participation in various NCR committees.

KNOWLEDGE:

National Credit Act 34 of 2005 • Understanding of the debt counselling process • Understanding of consumer protection High level stakeholder relations

SKILLS:

Computer skills • Leadership skills • Management skills • Presentation skills • Analytical skills • Negotiation and marketing skills • Excellent communication skills (written and verbal)

REFERENCE - DCMD/3/12

SENIOR HUMAN RESOURCES OFFICER

REQUIREMENTS:

The successful incumbent will have a relevant three year qualification coupled with a minimum of three years relevant experience as a Human Resources Generalist.

DUTIES:

To offer assistance to the HR manager and HR supervision with the HR functions within the NCR, which includes the following:
The development and review of the HR strategy and policies • The monitoring and review of the performance management system and practice management • The management of employee relations • The incumbent will also advise the HR committee on issues that are in his/her areas of responsibility • Supervising and giving support to talent acquisition, training and development, benefits and compensation, labour relations, employee service and wellness, health and safety, HR audit and development of operational systems for the HR department.

KNOWLEDGE:

Relevant labour legislation i.e. BCEA, LRA • Organisational policies and procedures • Systems and alliance/partnership management • Advanced excel skills for reporting purposes

SKILLS:

Conflict management • Contract management • Presentation skills • Organizational and leadership skills • Interpersonal skills • Communication and facilitation skills • Relationships management skills • Problem solving skills • Computer literacy • Diversity management • Detail orientated • Ability to gather, integrate, and analyze data to identify departmental needs and recommend a course of action • Able to establish and maintain working relationships with a wide variety of people • Demonstrate professional conduct in highly sensitive or volatile situations • Work effectively in conflict situations • Maintain objectivity and confidentiality • Prepare a variety of written documents • Establish performance standards and evaluate work.

REFERENCE - HRSO/3/12

LABOUR RELATIONS SPECIALIST

REQUIREMENTS:

The suitable candidate should hold a relevant four years Degree/ National Diploma, coupled with 5 years relevant experience in a service industry. Extensive CCMA and HR generalist experience will be an added advantage.

DUTIES:

To offer assistance to the HR manager with the HR functions within the NCR, which includes the following:
Formulate Labour Relations Strategy • Implement policies and processes aligned to the LRA, BCEA, EEA, and all other relevant legislation • Facilitate Labour Relations processes (unions and workplace forums) • Creatively handle and solve disputes • Implement grievance and disciplinary procedures • Mediate, Conciliate and Arbitrate the resolution of disputes • Negotiate and liaise with Management at all levels • Drive a participative Management culture • Represent the NCR during CCMA processes • Brief legal council to properly prepare for Labour Court and relevant cases

KNOWLEDGE:

All relevant labour legislation • Organisational dynamics • Internal and external dispute resolution methodologies and processes

SKILLS:

Conflict management • Diplomacy and tact • Approachability • Contract management • Presentation skills • Relationships management skills • Excellent written and verbal communication • Computer literacy • Diversity management • Prepare a variety of written documents.

REFERENCE - HRLRS/5/12

MANAGEMENT ACCOUNTANT

REQUIREMENTS:

The suitable candidate should hold a relevant qualification with specialisation in finance coupled with 5 years relevant experience. Experience in the Public Sector will serve as an added advantage.

DUTIES:

Manage the preparation and distribution of management and statutory accounting information in the agreed format which includes; the provision of monthly financial information on budgets and variance reports • Improving and maintaining the systems surrounding all aspects of the budgets, forecasts and business planning • Ensuring that all departmental outputs are achieved and compliance within the established time-lines • Establish and maintain financial models by performing an analysis of different financial scenarios and recommend effective financial models. This will include the monitoring of accounting standards and adoption of best practice where possible.

KNOWLEDGE:

• Strategy development and implementation;
• PFMA and Treasury Regulations;
• Costing and Management Accounting techniques;
• Knowledge of financial reporting framework and standards e.g. GRAP and IFRS will serve as an added advantage.

SKILLS:

• Computer Skills • Mathematical aptitude • Basic understanding of financial statements
• Relationships management skills • Ability to gather, integrate, and analyse data to identify departmental needs and recommend a course of action • Able to establish and maintain working relationships with a wide variety of people

REFERENCE - FMA/4/12

PAYROLL SPECIALIST

REQUIREMENTS:

The successful candidate will hold a relevant three year qualification coupled with at least 5 years solid payroll experience. Extensive experience in Pastel Payroll and some HR generalist experience will serve as an added advantage.

DUTIES:

Monthly payroll capturing and processing which will include the administration of basic personnel information • Leave and benefits administration which include the overseeing of the administration of retirement/provident fund, monthly contribution payments and reconciliations • Other third party payments • Maintenance of the performance management system.

KNOWLEDGE:

Exposure to benefits and compensation activities within an HR function • The ability to analyse data effectively • Excellent attention to detail and numeric capability • The credibility to support proposals with evidence • The flexibility to react to a changing environment and promote forward thinking • Outstanding knowledge of different payroll systems • Relevant legislation.

SKILLS:

Excellent MS Excel skills • Presentation skills • Interpersonal skills • Communication skills • Relationships management skills • Problem solving skills • Computer literacy.

REFERENCE - HRPS/4/12

SENIOR EDUCATION OFFICER

REQUIREMENTS:

The candidate must have a relevant 3 year post matric qualification or an equivalent qualification coupled with a minimum of 5 years experience in a similar position.

DUTIES:

Provision of education and awareness through road shows and workshops • Schedule communication and education projects on a continuous basis and compile reports • Participate in activities that are designed to improve customer satisfaction and business performance • Respond to queries and requests for information from the public and staff • Ensuring Information dissemination through liaising with relevant NCR departments to obtain information, and working closely with departmental heads and staff to develop or provide information in support for their communication and promotional activities • Provision of education and information through the conducting of radio presentations and TV talk shows, targeting NCR key stakeholders and role players • Facilitate effective internal communication and the compiling of reports as and when it is required • Maintain high standard of customer service • **A valid code B drivers' licence and own reliable vehicle are essential.**

KNOWLEDGE:

National Credit Act 34 of 2005 • Training and facilitation techniques and principles • Understanding of consumer protection • High level stakeholder Engagement.

SKILLS:

Computer skills • Excellent communication skills; (Verbal and written) • Negotiation and marketing skills • Ability to promote a professional attitude and image • Supervisory skills.

REFERENCE - ECSO/5/12

EDUCATION OFFICER

REQUIREMENTS:

The candidate must have a relevant 3 year post matric qualification or an equivalent qualification coupled with a minimum of 3 years experience in a similar position.

DUTIES:

Provision of education and awareness through road shows and workshops • Schedule communication and education projects on a continuous basis and compile reports • Participate in activities that are designed to improve customer satisfaction and business performance • Respond to queries and requests for information from the public and staff • Ensuring Information dissemination through liaising with relevant NCR departments to obtain information, and working closely with departmental heads and staff to develop or provide information in support for their communication and promotional activities • Provision of education and information through the conducting of radio presentations and TV talk shows, targeting NCR key stakeholders and role players • Facilitate effective internal communication and the compiling of reports as and when it is required • Maintain high standard of customer service • **A valid code B drivers' licence and own reliable vehicle are essential.**

KNOWLEDGE:

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SKILLS:

Computer skills • Excellent communication skills. (Verbal and written) • Negotiation and marketing skills • Ability to promote a professional attitude and image.

REFERENCE - EECO/5/12

SUPERVISOR: COMPLAINTS

REQUIREMENTS:

The successful candidate must hold a relevant legal or commerce Degree/ National Diploma with at least 5 years relevant experience, with 2 years in a supervisory role. Experience within a regulatory environment will serve as an added advantage • The successful candidate may be expected to perform the below mentioned duties under extreme pressure and may be required to work overtime depending on the workload.

DUTIES:

Effective complaints handling process implementation • Overseeing the operational functions of the Complaints Department • Reviewing and closing complaints files • Handle complex complaints that have been referred by manager/ senior management • Provide leadership and guidance • Provide support to the manager • Populate and update the complaints information system • Communicate strategic objectives to junior staff • Assist in the development and implementation of policies and procedures • The candidate will also be responsible for staff and functional management, compilation of reports and relationship/stakeholder management.

KNOWLEDGE:

National Credit Act • Legal/court procedures • Credit agreements.

SKILLS:

Computer literacy • Excellent communication skills • Supervisory/ management skills • Conflict resolution skills

REFERENCE - CSC/4/12

LEGAL ADVISOR: INVESTIGATIONS & ENFORCEMENTS

REQUIREMENTS:

The successful candidate must hold a relevant Legal Degree and a minimum of three years relevant working experience in litigation. Admission as an attorney or advocate will serve as an advantage.

DUTIES:

The successful candidate will be responsible for the development of terms of reference for investigations • Assessing investigations reports and advising on enforcement action • Presenting cases at tribunals and/or courts and providing guidance/training to inspectors and investigators • Attending meetings with external parties on behalf of the department • Develop and draft agreements, memoranda and legal briefs on behalf of the department and the NCR as and when required • Advise on strategic frameworks, practices and policy issues.

KNOWLEDGE:

Knowledge of the National Credit Act • Legal/court processes • Litigation • Understanding of the South African consumer credit market.

SKILLS:

Drafting and advocacy skills • Litigation Strong skills • Conflict resolution and conflict management skills • Good communication skills, administrative skills and ability to work under pressure • Must have strong interpersonal and professional ethics.

REFERENCE - : IELA/2/12

MANAGER: COMPLAINTS

REQUIREMENTS:

The successful candidate must hold a relevant degree or National Diploma with a minimum of 10 years working experience with 5 years at management/supervisory level

DUTIES:

The incumbent will be responsible for the following:
Overall management of the entire complaints resolution process including the handling of high risk complaints • Performance Management • Participate in the ITC systems implementation project and ensure that key milestones are met as per the project plan • Develop and maintain the departmental budget • Overall responsibility for the departmental risk management • Participation in various committees

KNOWLEDGE:

National Credit Act • Complaints resolution processes • Understanding of the South African Consumer Credit Market

SKILLS:

Negotiation skills • Excellent written & verbal communication skills • Relationship building & management

REFERENCE - CMC/3/12

COMPLAINTS OFFICERS X3

REQUIREMENTS:

The successful candidate will have a 3 year legal or commerce qualification with at least 3 years relevant experience within a regulatory environment.

DUTIES:

The successful candidate will be responsible for effectively dealing with general and debt counselling complaints in accordance with the National Credit Act
Attend to telephonic complaints • Review and investigate complaints • Handling complaints resolution • Submission of progress reports • Participating in team activities aimed at improving customer satisfaction and business performance • Maintain key relationships with key stakeholders.

KNOWLEDGE: National Credit Act • Legal/court procedures • Understanding of the South African consumer credit market

SKILLS:

Computer literacy • Excellent communication skills (Written and verbal) • Conflict resolution skills • Strong personal and professional ethics • Report writing

REFERENCE - CCO/2/12

Closing Date: 26 October 2012

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

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



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Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA

NCR
National Credit Regulator

For more information call 0860 627 627

www.ncr.org.za