

Supervisor: Complaints (Re-Advertisement) (Erratum)

Paterson Grade: D-Lower

Salary ranges from R405 200 – R769 900 maximum

Requirements:

- The successful candidate must hold a degree in legal, compliance or equivalent qualification.
- 5 years' experience in the Financial, Regulatory or Legal environment, with two (2) years' experience in a supervisory role.
- An admission as an Attorney or Advocate.
- Experience in complaints management or dispute resolution process.
- Experience in debt counselling processes will be an added advantage

Duties:

- Supervision of the operational functions of the Complaints Department.
- Provide leadership and guidance to the team to resolve complaints in line with internal policies and procedures.
- Implementation of the operational plan of the department
- Development and implementation of departmental policies and procedures
- Review complaints files recommended for closure by the team.
- Effectively handle all complex complaints / enquiries referred by NCR's management.
- Ensure effective implementation of the complaints management systems.
- Risk management, Performance Monitoring and Reporting.
- Monitoring of trends in the credit industry and providing recommendations on interventions to be undertaken by the department.
- Stakeholder engagements.
- Providing continuous support and training to staff and stakeholders on matters relating to complaints resolution and the NCA.

Knowledge:

- National Credit Act.
- Credit industry practices and other legislation impacting the credit industry.

Skills:

- Computer literacy and administrative skills.
- Excellent verbal and written communication skills.
- Leadership, supervisory and people management skills.
- Conflict resolution and negotiation skills.
- Ability to research the law.
- Strong interpersonal and high level of professional integrity.
- Ability to work effectively under immense pressure.
- Strong research, analytical, interpretation and report writing skills.
- Results driven with customer service orientation.
- Sound decision-making and problem-solving skills.
- Good decision making

Closing Date: 15 July 2026

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: IF-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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