

Job title:	DIRECTOR: EMPLOYEE BENEFITS OPERATIONS
Business Unit and location:	EMPLOYEE BENEFITS ADMINISTRATION UNIT PRETORIA HEAD OFFICE
Reference:	DIR/EBOPS/2026/04-1P
Duration:	Permanent
Level	Level 13
Salary	R1 266 714 – R1 492 122 per annum (all-inclusive package)

One permanent position of Director: Employee Benefits is currently available at the Government Pensions Administration Agency.

ROLE PURPOSE

The purpose of the job is to manage the processing, validation and payment of claims.

KEY RESULT AREAS:

The successful incumbent will be responsible for a wide variety of tasks which include, but are not limited to the following:

Manage the implementation of EB Operations strategy

- Develop and monitor the implementation of the APP for the Business unit to support the achievement of GPAA's strategic objectives.
- Manage, monitor and review the Business unit policies, procedures and processes, in accordance with best practice and legislation.
- Manage the implementation of an effective short, medium and long-term operating strategy for the Business unit.
- Conduct benchmarks on new developments in practices to improve the effectiveness and efficiency of the organisation.
- Manage the provision of best practice regarding Business unit functions to all stakeholders.
- Manage the implementation of a management effectiveness and leadership strategy.
- Engage in strategic relationships with relevant stakeholders to serve the interest of the organisation
- Monitor compliance with relevant legislation throughout all Business unit functions.
- Analyse service delivery gaps, challenges and implement remedial action strategies.

Take note of the disclaimer mentioned on each advert. It is mandatory that applications which consist of a signed z83 and comprehensive cv be *emailed to the respective email addresses* indicated on each advert. *Ensure that you use the correct inbox/email.* Applications sent to the incorrect inbox will be deemed a regret. Ensure to sign your z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A z83 not signed will be deemed a regret. From 1 January 2021, a new application for employment (z83) form will be effective and if the old z83 is used, it will be deemed a regret. Should an individual wish to apply for a post after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za/vacancies or <http://www.gpaa.gov.za> requirements: applications must be submitted on the new form z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed cv (specifying all experience and duties, indicating the respective dates mm/yy as well as indicating references with full contact details) and (b) a duly completed z83 (refer to circular no 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the DPSA. Note that certain information contained in the application (cv and z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check – which will include disclosing financial interest, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by minimum information security standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African qualifications authority (SAQA). Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. For applications on salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the government employees pension fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a competency assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. One of the minimum requirements for SMS is the pre-entry certificate for SMS (Nyukela). For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> All shortlisted candidates, including SMS, shall undertake two pre-entry assessments. One must be a practical exercise, and the other must be an Integrity (Ethical Conduct) Assessment. Selection panels share score both technical exercises as an additional criterion in the interview process. The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign and annual performance agreement and will be required to undergo a security clearance.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

- Manage quality of service provided to internal and external customers/clients/stakeholders.
- Manage the mitigation of identified risks.
- Optimize the achievement of service delivery and unqualified clean audit opinion.
- Ensure proper implementation and alignment to SLA.
- Ensure information flows and alignment with all stakeholders to ensure effective engagement.
- Conduct trend analyses and forecasts.
- Oversee accuracy of information captured on relevant systems
- Liaise with legal section on matter of dispute
- Liaise with relevant stakeholders to facilitate payment of benefits
- Manage the implementation of new legislation and amendments
- Participate in management forums within GPAA.

Manage the processing, validation and payment of claims

- Ensure assessment and validation of claims.
- Ensure processing of claims.
- Ensure payment of claims.
- Ensure management of claim exceptions.

Manage the provision and implementation of Special Projects on behalf of GEPF

- Ensure management, implementation and processing of all GEPF initiated special projects.
- Ensure awareness and alignment to provisions for implementation of special projects.
- Ensure collaboration with relevant internal and external stakeholders who are custodians and drivers or partners in the roll-out of special projects

Drive the provision of funeral benefits and Pensioner Maintenance

- Ensure management and implementation of funeral benefits to GEPF members in accordance with legislation prescripts
- Ensure maintenance, payment processing of pensioners of the GEPF

Manage all the resources in the Directorate

- Oversee the development and management of staff within the Directorate.
- Implement and maintain a relevant management approach to support effective business results within the Directorate.
- Develop and sustain a culture of high performance, professionalism and integrity to support overall quality of service delivery.

Take note of the disclaimer mentioned on each advert. It is mandatory that applications which consist of a signed z83 and comprehensive cv be *emailed to the respective email addresses* indicated on each advert. *Ensure that you use the correct inbox/email.* Applications sent to the incorrect inbox will be deemed a regret. Ensure to sign your z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A z83 not signed will be deemed a regret. From 1 January 2021, a new application for employment (z83) form will be effective and if the old z83 is used, it will be deemed a regret. Should an individual wish to apply for a post after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za/vacancies or <http://www.gpaa.gov.za> requirements: applications must be submitted on the new form z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed cv (specifying all experience and duties, indicating the respective dates mm/yy as well as indicating references with full contact details) and (b) a duly completed z83 (refer to circular no 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the DPSA. Note that certain information contained in the application (cv and z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check – which will include disclosing financial interest, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by minimum information security standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African qualifications authority (SAQA). Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. For applications on salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the government employees pension fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a competency assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. One of the minimum requirements for SMS is the pre-entry certificate for SMS (Nyukela). For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> All shortlisted candidates, including SMS, shall undertake two pre-entry assessments. One must be a practical exercise, and the other must be an Integrity (Ethical Conduct) Assessment. Selection panels share score both technical exercises as an additional criterion in the interview process. The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

- Oversee control of budgeting and expenditure process in-line with strategic objectives and relevant legislation.
- Ensure the effective utilization of all other resources (including IS, Assets, Infrastructure, etc) within the Directorate.

REQUIREMENTS

- A relevant Degree/BTech in Finance/ Business Management/ Bachelor of Arts in Commerce/ Management Accounting/ Accounting/ Public Management or related field (NQF level 7) as recognized by SAQA
- Five (5) years' experience in middle/senior management level experience in Financial Services, especially Employee Benefits, Pension Fund and Retirement Benefits Administration
- Computer literacy which includes a good working knowledge of Microsoft Office products

KNOWLEDGE AND COMPETENCIES:

- Knowledge of Benefits Administration
- Knowledge of SA Pension Fund Legislation / Industry related framework
- Knowledge of relevant Legislative requirements and GPAA policies and procedures.
- Knowledge of Standard Operating Procedures
- Knowledge of Financial management including budgeting and forecasting
- Knowledge of Project Management
- Knowledge of reporting procedures
- Knowledge of relevant systems
- Knowledge of financial auditing
- Knowledge of Pension Administration Systems
- Knowledge of Public Service Legislation and regulations
- Strategic capability
- Communication (Verbal & Written)
- Problem Solving Complex Issues
- People Management and empowerment
- Reporting
- Change Management
- Data Analysis
- Conflict Management

Take note of the disclaimer mentioned on each advert. It is mandatory that applications which consist of a signed z83 and comprehensive cv be *emailed to the respective email addresses* indicated on each advert. *Ensure that you use the correct inbox/email.* Applications sent to the incorrect inbox will be deemed a regret. Ensure to sign your z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A z83 not signed will be deemed a regret. From 1 January 2021, a new application for employment (z83) form will be effective and if the old z83 is used, it will be deemed a regret. Should an individual wish to apply for a post after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za/vacancies or <http://www.gpaa.gov.za> requirements: applications must be submitted on the new form z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed cv (specifying all experience and duties, indicating the respective dates mm/yy as well as indicating references with full contact details) and (b) a duly completed z83 (refer to circular no 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the DPSA. Note that certain information contained in the application (cv and z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check – which will include disclosing financial interest, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by minimum information security standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African qualifications authority (SAQA). Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. For applications on salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the government employees pension fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a competency assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. One of the minimum requirements for SMS is the pre-entry certificate for SMS (Nyukela). For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> All shortlisted candidates, including SMS, shall undertake two pre-entry assessments. One must be a practical exercise, and the other must be an Integrity (Ethical Conduct) Assessment. Selection panels share score both technical exercises as an additional criterion in the interview process. The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

- Customer focus
- Service Excellence
- Honesty & Integrity
- Transparency
- Courtesy
- Emotional Intelligence
- Team Player
- Problem Solving & analysis
- Quality Oriented
- Forster high performance culture

Closing date:	24 April 2026 at 12h00. No late applications will be accepted
Contact person:	Felicia Mahlaba on 012 319 1455
Application process:	<ul style="list-style-type: none"> • It is mandatory to email your application (comprehensive CV and new Z83 completed and duly signed) to Recruit1@gpaa.gov.za quoting the reference number in the subject heading of the email [failure to adhere to this will result in decline of application/s]

Take note of the disclaimer mentioned on each advert. It is mandatory that applications which consist of a signed z83 and comprehensive cv be *emailed to the respective email addresses* indicated on each advert. *Ensure that you use the correct inbox/email.* Applications sent to the incorrect inbox will be deemed a regret. Ensure to sign your z83 before you scan it. Please use your signature or valid e-signature and not your name written in block/typed print. A z83 not signed will be deemed a regret. From 1 January 2021, a new application for employment (z83) form will be effective and if the old z83 is used, it will be deemed a regret. Should an individual wish to apply for a post after 1 January 2021, he/she will be required to submit the new application for employment form which can be downloaded at www.dpsa.gov.za/vacancies or <http://www.gpaa.gov.za> requirements: applications must be submitted on the new form z83 as indicate above (signed and scanned). The relevant reference number must be quoted on all documentation and on the subject heading of the email. An application should consist of (a) a comprehensive and detailed cv (specifying all experience and duties, indicating the respective dates mm/yy as well as indicating references with full contact details) and (b) a duly completed z83 (refer to circular no 19 of 2022 in this regard). Failure to submit the above documents will result in the application not considered and deemed a regret. The candidate must agree to the following: shortlisted candidates must avail themselves for a virtual or in-person panel interview at a date and time determined by the DPSA. Note that certain information contained in the application (cv and z83) may be verified through the request for official documents and or other methods of verification and proof. The certification of all supporting documents will be expected of the shortlisted candidates only. Applicants must note that pre-employment checks and references will be conducted once they are short-listed and the appointment is also subject to a positive outcome on these checks, which include but not limited to: security clearance, security vetting, qualification/study verification, citizenship verification, financial/asset record check – which will include disclosing financial interest, previous employment verification and criminal record. Applicants will be required to meet vetting requirements as prescribed by minimum information security standards. It is the applicant's responsibility to have foreign qualifications evaluated by the South African qualifications authority (SAQA). Correspondence will only be conducted with the short- listed candidates. If you have not been contacted within six (6) months after the closing date of this advertisement, please accept that your application was unsuccessful. The candidate must take note of: It is the GPAA's intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativeness in line with the numerical targets as contained in GPAA's Employment Equity Plan. For applications on salary levels 11 – 15, the inclusive remuneration package consists of a basic salary, the state's contribution to the government employees pension fund and a flexible portion in terms of applicable rules. SMS will be required to undergo a competency assessment as prescribed by DPSA. All candidates shortlisted for SMS positions will be required to undergo a technical exercise that intends to test the relevant technical elements of the job. One of the minimum requirements for SMS is the pre-entry certificate for SMS (Nyukela). For more details on the pre-entry course visit: <https://www.thensg.gov.za/training-course/sms-pre-entry-programme/> All shortlisted candidates, including SMS, shall undertake two pre-entry assessments. One must be a practical exercise, and the other must be an Integrity (Ethical Conduct) Assessment. Selection panels share score both technical exercises as an additional criterion in the interview process. The GPAA reserves the right to cancel the filling/not to fill a vacancy that was advertised during any stage of the recruitment process. The successful candidate will have to sign an annual performance agreement and will be required to undergo a security clearance.



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA