



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: Senior Monitoring Officer
Paterson Grade: C Upper
Salary ranges from R253 900 – R482 400 Maximum

Requirements:

- The successful candidate must hold a relevant diploma/degree in compliance, operations, legal, business or equivalent with at least 5 years working experience of which 3 years should be within the financial, legal, credit or regulatory environment.
- A minimum of 2 years debt counselling process experience is required.
- A valid driver's license.

Purpose

- The purpose of this role is to conduct and oversee end to end functions relating to the compliance monitoring mandate of the debt counselling department.

Duties:

- Manage and provide guidance to the compliance monitoring team including administrators on the end to end compliance monitoring/investigation process of debt counsellors and debt review departments of credit providers.
- Conduct compliance monitoring and/or investigations of debt counsellors.
- Maintain and monitor implementation of departmental policies and procedures and recommend improvements where necessary.
- Monitor progress and review compliance and investigation portfolios of monitoring officers.
- Monitor performance of the compliance monitoring team including administrators against the set targets and proactively advise on areas of improvement.
- Provide technical support/assistance/input on the compliance monitoring and investigation process as well as on debt counselling related projects when necessary.
- Train compliance monitoring officers and other departmental staff on related procedures.
- Monitor trends in the debt counselling industry and recommend interventions to be undertaken by the NCR where appropriate.
- Provide timeous relevant reports as and when required.
- Stakeholder relations.

Knowledge:

- Good knowledge of the National Credit Act.
- Understanding of the South African credit market.
- Compliance monitoring principles.

Skills:

- Decision making ability.
- Excellent communication skills.
- Excellent report writing skills.
- Evaluative and problem solving abilities.
- Leadership skills.
- Strong interpersonal skills.
- Planning and organising skills.
- Ability to work under immense pressure.
- Computer skills.

Closing Date: 02 June 2021

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.

**Ref: DCSMO/05/21**