



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:

Supervisor: Complaints
Paterson Grade: D-Lower
Salary ranges from R405 200 – R769 900 maximum

Requirements:

- The successful candidate must hold a relevant degree in legal, business management or equivalent qualification, coupled with 5 years 'working experience within the financial, legal or regulatory environment, two years of which must be in a supervisory role.
- Admission as an attorney / Debt Counselling certificate will be an added advantage.

Duties:

- Overseeing the operations of the department as well as providing leadership and guidance to the team.
- Implementation of the operational plan of the Complaints Department.
- Developing operational procedures aligned to the applicable policies that support the operations of the department.
- Monitoring staff and departmental performance against the set targets and proactively advise on areas of improvement.
- Ensure effective implementation of the complaints management system.
- In line with complaints department processes, review files recommended for closure by the team.
- Effectively handle all complex complaints / enquiries referred by NCR's management.
- Provide support to the manager.
- Risk management.
- Compilation of reports.
- Develop and maintain effective stakeholder relations to contribute to the effective operation of the department and organization.
- Monitoring of trends in the credit industry and providing recommendations on interventions to be undertaken by the department.

Knowledge:

- National Credit Act and debt counselling provisions.
- Complaints handling processes.

Skills:

- Computer literacy and administrative skills.
- Excellent communication (written and verbal),
- Supervisory/ management skills.
- Conflict resolution and negotiation skills.
- Strong interpersonal and professional ethics and ability to work under immense pressure.
- Research, interpretation and presentation skills.
- Strong service and results driven.
- Good decision making

Closing Date: 23 April 2024

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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