



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, 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:*

**Manager: Complaints**  
**Paterson Grade: D-Upper**  
**Salary Ranges from: R646 500 – R1 228 400 maximum**

**Requirements:**

- The successful candidate must hold a legal degree with a minimum of 10 years working experience 5 of which must have been in a management/ supervisory role within a regulatory or similar environment.

**Duties:**

The incumbent will be responsible for the following:

- Oversee the Complaints Department.
- Supervise and coordinate the complaints resolution function.
- Participate in the ICT systems implementation project and ensure the key milestones are met as per the project plan.
- Advise Senior Management on high-risk complaints and advise on appropriate remedial action.
- Budget, human resources and asset management.
- Develop, review, monitor and maintain relevant departmental policies and procedures.
- Assess completed investigations of complaints where enforcement action in the form of issuance of compliance notices or referrals to the National Consumer Tribunal is recommended.
- Risk Management
- Contract 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 management.
- Ability to work under pressure.

**Closing Date: 9 November 2023**

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](mailto: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.*



CMC/11/23