



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 and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the Regulator 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 based in Midrand*

**Position: Debt Counselling Administrator**  
**Paterson Grade: B – Upper**  
**Salary ranges from R103 300 – R185 900**

**Requirements:**

- A suitable candidate must have a minimum of one (1) year post matric qualification in office or general administration/business or equivalent with at least 2 years general business environment working experience.
- A debt counselling experience will be an added advantage.

**Duties:**

- Provide administrative support to the departmental compliance monitoring function for debt counsellors, credit providers and payment distribution agents.
- Support the monitoring officers and payment distribution analyst within the department.
- Receive and manage transfer requests of consumers under debt counselling.
- Participate in the lapsing process of debt counsellors.
- Maintain and control a functional filing and storage system.
- Take minutes during meetings.
- Resolve Debt Help System related queries.
- Attend to Debt Help System status code update request.
- Send out communique to all industry participants.
- Liaise with other departments on debt counselling related issues.

**Knowledge:**

- National Credit Act, particularly the debt counselling provisions.
- General administrative principles

**Skills:**

- Computer skills (Microsoft Office)
- Communication skills both verbal and written.
- Customer Relations
- Presentation skills
- Planning and organising skills
- Interpersonal relations

**Closing Date: 11 April 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.**



Ref: DCA/4/23

