



*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: Education and Communications Officer Paterson Grade: C-Lower

### Requirements:

- Three (3) years Degree/Diploma or any equivalent qualification
- A minimum of three (3) years' work experience in consumer protection environment
- A valid code 8 drivers licence, own reliable vehicle and willing to travel
- Proficiency in African Languages

### Duties:

- Conduct consumer education and awareness through workshops, exhibitions and roadshows.
- Participate in other events organised by stakeholders aimed at improving consumer protection
- Ensuring that educational campaigns are aligned with communication strategy and guidelines
- Respond to queries and requests for information from consumers
- Ensuring information dissemination through liaising with relevant NCR departments to obtain information, and working closely with departmental heads to develop to support communication interventions
- Conduct radio interviews and TV talkshows targeting NCR key stakeholders and consumers
- Develop innovative ideas in line with social media trends, implement and monitor social media campaigns
- Schedule communication and education projects on a continuous basis and compile monthly reports
- Facilitate effective internal communication and the compiling of reports as and when it is required.
- Build, maintain strong and sustainable relationships with other regulatory bodies in the financial sector
- Support research projects aimed at improving service delivery

### Knowledge:

- National Credit Act.
- Training and facilitation techniques and principles
- Understanding of consumer protection landscape
- High level stakeholder engagement

### Core Competencies/Skills:

- Strong analytical skill
- Computer skills
- Ability to work independently, under pressure and meeting deadlines
- Excellent communication skills (Verbal and written)
- Negotiation and marketing skills
- Ability to promote a professional attitude and image
- Social Media Skills

### Closing Date: 08 March 2019

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: [Recruitment@ncr.org.za](mailto: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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