



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: Junior Legal Advisor - Complaints

Paterson Grade: C-Lower

Salary ranges from R 159 100 – R 302 300 Maximum

Requirements:

- The successful candidate will have an LLB or relevant Legal Degree and at least 2 years' experience in a similar position with a commercial or credit environment.
- Admission as an attorney will be an added advantage

Duties:

- Effectively dealing with general and debt counselling complaints in accordance with the National Credit Act.
- Implementing an in-house complaints handling process in accordance with the National Credit Act.
- Attending meetings with external parties on behalf of the department
- Advising on enforcement action to be taken when necessary
- Assisting with preparation and presentation of cases at the Tribunal.
- Provision of legal advice on specific issues related to the National Credit Act.
- Research into issues and topics relevant to the NCR within the credit market
- Participating in team activities aimed at improving customer satisfaction and business performance.

Knowledge:

- National Credit Act.
- Legal/court procedures
- Complaints resolution processes.

Skills:

- Computer literacy
- Excellent communication skills (written and verbal).
- Conflict resolution skills.
- Strong personal and professional ethics
- Drafting and advocacy skills
- Team player with the ability to multi task
- Excellent time management
- Strong service and results orientated.
- Ability to work under immense pressure
- Good decision making

Closing Date: 13 July 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: JLAC/07/21