



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:*

**Position: Senior Monitoring Officer (Re-Advertisement)  
Paterson Grade: C - Upper**

**Requirements:**

- The successful candidate must hold a relevant diploma/degree in legal, compliance, business or equivalent with at least 5 years working experience of which 3 years should be within the financial, legal, credit or regulatory environment.
- A minimum of 2 years debt counselling process experience is required.
- A valid driver's license.

**Purpose**

- The purpose of this role is to conduct and oversee end to end functions relating to the compliance monitoring mandate of the debt counselling department.

**Duties:**

- Evaluate matters referred for investigation and recommend appropriate action.
- Draft debt counselling investigations mandates, conduct investigations, draft investigations reports and recommend appropriate enforcement action.
- Coordinate and manage the debt counselling compliance monitoring, investigation and enforcement function of the department.
- Monitor progress and review compliance and investigation portfolios of monitoring officers.
- Provide technical support/assistance/input on the compliance monitoring and investigation process as well as urgent debt counselling cases.
- Train and develop compliance monitoring officers and other departmental staff on related procedures.
- Monitor trends in the debt counselling industry and recommend interventions to be undertaken by the NCR.
- Stakeholder relations.

**Knowledge:**

- Good knowledge of the National Credit Act.
- Understanding of the South African credit market.
- Compliance monitoring principles.

**Skills:**

- Decision making ability.
- Excellent communication skills.
- Excellent report writing skills.
- Evaluative and problem solving abilities.
- Leadership skills.
- Strong interpersonal skills.
- Ability to work under immense pressure.
- Computer literacy.

**Closing Date: 25 January 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: [hr-recruitment@ncr.org.za](mailto:hr-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.**



Those who have already applied should not re-apply.

Ref: DCSMO/01/19

