



*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**

### **Paterson Grade: C – Upper**

### **Salary ranges from R253 900 – R482 400 Maximum**

#### **Requirements:**

- The successful candidate must hold a relevant degree in legal, compliance management or equivalent with a minimum of 4 years working experience in the financial, legal, compliance, credit or regulatory environment.
- A minimum of 1-year experience in managing people is required.
- A minimum of 2 years' debt counselling process experience is required.
- Admission as an attorney or advocate will be an added advantage.
- A valid code B driver's licence and own reliable vehicle.

#### **Duties:**

- Manage and provide guidance to the compliance monitoring team including administrators on the end-to-end compliance monitoring/investigation and enforcement action processes of debt counsellors and debt review departments of credit providers.
- Monitor progress and review compliance/investigation and enforcement portfolios of monitoring officers.
- Monitor performance of the compliance monitoring team including administrators against the set targets and proactively advise on areas of improvement.
- Conduct compliance monitoring/investigations of debt counsellors and credit providers' debt counselling departments with the National Credit Act (NCA) and the conditions of registration. Take corrective or enforcement action for non-compliance.
- Maintain and monitor implementation of departmental policies and procedures and recommend improvements where necessary.
- Provide technical support/assistance/input on the compliance monitoring/investigation and enforcement processes as well as on debt counselling related projects/queries where necessary.
- Train 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 where appropriate.

- Draft relevant communiqué to the debt counselling industry as and when required.
- Engage on legal issues raised by registrants from the compliance monitoring activities and operational queries raised.
- Conduct stakeholder engagements such as webinars, periodic meetings and others.

**Knowledge:**

- General knowledge of the National Credit Act especially the debt counselling provisions.
- A good understanding of the debt counselling processes.
- Compliance monitoring principles and people management.
- Understanding of the South African credit market.

**Skills:**

- Excellent communication skills.
- Excellent analytical skills.
- Excellent legal interpretation skills.
- Excellent report writing skills.
- Excellent presentation skills.
- Ability to work under pressure with little supervision.
- Strong interpersonal skills.
- Computer literacy (proficient in MS Word, Excel and PowerPoint)
- Decision making skills.
- People management skills.
- Planning and organising skills.

**Closing Date: 24 February 2023**

The National Credit Regulator is an equal opportunity organization which offers competitive market related packages. Suitable persons should send a detailed CV quoting the relevant reference number to: [EST-Recruitment@ncr.org.za](mailto:EST-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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