



*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:*

## **Supervisor: Complaints Paterson Grade: D-Lower**

### **Requirements:**

- The successful candidate must hold a relevant 4 years Legal Degree or equivalent qualification, a minimum of 3 years experience post admission as an Attorney, coupled with 3 years relevant experience in a financial, regulatory or legal environment, and a minimum of 2 years relevant experience in a supervisory role.

### **Duties:**

- Effective complaints handling process implementation.
- Overseeing the operational functions of the Complaints Department and also provide leadership and guidance to the team.
- Reviewing and closing complaints files referred by Complaints Officers / Legal Advisors.
- Monitoring of complaints and make sure the team adheres to internal policies and procedures.
- Handle complex general and debt counselling complaints referred by management in accordance with the National Credit Act.
- Provide support to the manager.
- Populate and update the complaints information system.
- Communicate strategic objectives to junior staff.
- Assist in the development and implementation of policies and procedures.
- Monitoring of trends in the credit industry and providing recommendations on interventions to be undertaken by the complaints department.
- The candidate will also be responsible for staff and functional management, compilation of reports and relationship/stakeholder management as well as performance management.
- Providing continuous support and training to internal and external stakeholders on the Act and related legislation.

### **Knowledge:**

- National Credit Act and debt counselling provisions.
- Legal/court procedures.
- Interpretation of statutes.

### **Skills:**

- Computer literacy.
- Excellent communication, administrative skills and the ability to work under pressure.
- Supervisory/ management skills.
- Conflict resolution and negotiation skills.
- Strong interpersonal and professional ethics.
- Research, interpretation and presentation skills.

**Closing Date: 12 March 2018**

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: [COM-recruitment@ncr.org.za](mailto:COM-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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