



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 (Re-advertisement)
Paterson Grade: D-Lower
Salary ranges from R405 200 – R769 900 maximum

Requirements:

- The successful candidate must hold a relevant degree in legal, business management or equivalent qualification, coupled with 3 years 'relevant experience in financial, regulatory or legal environment.
- 5 years' experience in complaints management and additional 2 years' experience in supervisory role.
- Certificate in Debt Counselling will be an added advantage.

Duties:

- Overseeing the operational functions of the Complaints Department and also provide leadership and guidance to the team
- Implementation of the operational plan of the department
- In line with complaints department processes, review and close complaints files recommended for closure by the team.
- Assist with the development and implementation of departmental policies and procedures
- Monitoring of complaints and making sure the team adheres to internal policies and procedures.
- Effectively handle all complex complaints / enquiries referred by NCR's management.
- Provide support to the manager.
- Ensure effective implementation of the complaints management systems.
- Monitoring of trends in the credit industry and providing recommendations on interventions to be undertaken by the department.
- Staff, risks, and performance management.
- Compilation of reports and relationship/stakeholder 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.
- Complaints handling processes.

Skills:

- Computer literacy and administrative skills.
- Excellent communication (written and verbal),
- Supervisory/ management skills.
- Conflict resolution and negotiation skills.
- Strong interpersonal and professional ethics and ability to work under immense pressure.
- Research, interpretation and presentation skills.
- Strong service and results driven.
- Good decision making

Closing Date: 28 June 2022

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 No: CSC/06/22
