



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 and debt counsellors, investigation of complaints, and enforcement of the Act. The Act requires the Regulator 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:*

**Fixed Term Position for 3 Years: Chief Operations Officer**

**Paterson Grade: E- Lower**

**Salary range p.a. from R818 400 – R1 636 800 maximum**

**Ref No: COO/04/25**

**Requirements:**

- The successful candidate must hold a relevant degree at honours level. A master's in business or other additional qualification in line with the duties listed will be an advantage. The preferred candidate must have a minimum of 15 years working experience and a minimum of 3 years at Executive Management level

**Duties:**

The incumbent will be responsible for the following:

- Collaborate with the CEO in setting and driving organizational vision, operational strategy, and hiring levels
- Oversee operations and employee productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met
- Develop and implement the strategic plans of the organisation through monitoring and coordinating the key activities of the various departments of the NCR
- Participate in and lead strategy, policy formulation and procedure development
- Ensure compliance with requirements and the smooth functioning of the organisation
- Set comprehensive goals for the performance, monitoring, and evaluation of NCR Operations and play major role in the formulation of Annual Performance Plans and Operational plans to fulfil the strategy of the NCR
- Report to the Chief Executive Officer (CEO), as a member of the Executive Committee (ExCo) and other Committees functioning within the organisation
- Compile regular reports on the activities of the organisation, including those to the external oversight committee(s)
- Coordinate and compile the annual report, and ensure timely submission to the Department of Trade, Industry and Competition and Parliament
- Monitor and oversee operations
- Conduct regular meetings with Managers to evaluate progress, and provide guidance and leadership
- Liaise with the internal auditors, etc. to identify strategic or operational risk areas and develop, implement, and monitor control measures to mitigate these risks
- Analyse internal operations and identify areas for process enhancement
- Build and maintain trusting relationships with key customers, clients, partners, and stakeholders

**Knowledge:**

- National Credit Act
- Relevant labour legislation
- Public Finance Management Act
- All other relevant legislation

**Skills:**

- Strategic Thinking
- Experience Collaborating with Executives
- Change Management
- Excellent communication skills
- Excellent leadership skills, with steadfast resolve and personal integrity
- Understanding of advanced business planning and regulatory issues

**Closing Date: 25 April 2025**

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