

VACANCY
Ref: ADJN/ 2024/007

JOB OVERVIEW	
Position	Adjudicator
Department	Non- Life Division
Reporting to	Manager: Adjudication
Job Grading	C5: 3 – 5 years of related professional experience D2: 6 – 10 years of related professional experience
Level of authority	Level 2 - Act after Approval

JOB PURPOSE
Effectively address adjudication matters within the Adjudication department in alignment with the NFO strategy in a fair, impartial and consistent manner, whilst achieving productivity and efficiency objectives.

JOB REQUIREMENTS	
Qualification	<ul style="list-style-type: none"> NQF 7: Bachelor's Degree Admitted Attorney Preferred
Experience	<ul style="list-style-type: none"> 3 - 5 years of related professional experience Experience in short-term/non-life insurance and Insurance Law is preferred ADR Experience (Mediation) Governance, Legal / Best Practice Compliance
Skills & Qualities	<ul style="list-style-type: none"> Strong communication, interpersonal, and time management with the ability to interact effectively with diverse stakeholders. Excellent analytical skills with the ability to assess complex situations and make informed decisions. Values Driven through integrity, impartiality, and ethical conduct in handling sensitive matters Emotional Intelligence Microsoft Office Application of NFO Values: Effectiveness, Independence, Accessibility; Efficiency; Openness, and Customer-centricity

KEY PERFORMANCE AREAS & ACTIVITIES REQUIRED

Key Performance Areas (KPA's)	Job Activities
KPA 1. Operational Target management	Ensure effective implementation and the successful execution of Non-Life Insurance Adjudication Operational Performance Targets as approved by the Board.
	Monitor, manage, and improve where necessary, the operational performance of the Non-Life Insurance Case administrators
KPA 2. Corporate Governance & Risk Control	Ensure responsible management of information management in line with regulatory and policy requirements and ensure prompt reporting of POPIA breaches
KPA 3. People Management	Compliance to NFO Human Resources policies
	Maintaining a healthy organisational culture and support change management initiatives.
	Coaching and provision of guidance to case administrators and legal interns
KPA 4. Stakeholder Management	Engaging with the Non-Life Insurance financial institutions, as required
	Expedite the resolution of matters by effectively communicating with relevant parties
	Ensuring the Manager is aware, where appropriate, of the views of the workforce on issues of relevance to the business.
KPA 5. Dispute Resolution	Effective use of and compliance to NFO adjudication processes and quality standards for dispute resolution in Non-Life Insurance Department.
	Monitor customer service levels and address issues to improve service levels.
	Track completion of complaint applications to case administrators within agreed timeframe
KPA 6. Continuous Improvement	Identifying and delivering initiatives which will improve the performance of the Non-Life Insurance division as part of the NFO team
	Participating in the development of operational changes such as processes and quality standards.

APPLICATION INFORMATION

To apply kindly send your CV and supporting documents to careers@nfosa.co.za with the following reference: ADJN/ 2024/007

Application closing date:	4 September 2024
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