

## VACANCY - ADJB/2024/009

JOB OVERVIEW			
<b>Position :</b>	<b>Adjudicator</b>	<b>Grading:</b>	C5
<b>Department:</b>	Banking Division	<b>Reporting to:</b>	Manager Adjudication

JOB REQUIREMENTS	
<b>Qualification</b>	NQF 7: Bachelor's Degree & Advanced Diploma Admitted Attorney
<b>Experience</b>	3 - 5 years related professional Experience
	Governance, Legal / Best Practice Compliance Emotional Intelligence Stakeholder Relationship Management Time Management NFO Values Driven

NFO CORPORATE VALUES	
<b>Effectiveness</b>	We will ensure a consistent redress in all appropriate sectors of financial services.
<b>Independence</b>	We will ensure visibly objective, impartial, fair and unbiased processes and decisions.
<b>Accessibility</b>	Our services will be well-known, easy to use, and free for consumers.
<b>Efficiency</b>	We pledge good quality of service and value for money.
<b>Openness</b>	We will be clear and open to scrutiny about our work and the lessons that can be drawn from it.
<b>Customer Centricity</b>	We will put our customers first and at the core of our business to provide a positive experience and build long-term relationships.

JOB PURPOSE	Key Performance Areas
Effectively address adjudication matters within the Banking adjudication division in alignment with the NFO strategy in a fair, impartial and consistent manner, whilst achieving productivity and efficiency objectives.	KPA 1. Operational Target management
	KPA 2. Corporate Governance & Risk Control
	KPA 3. People Management
LEVEL OF AUTHORITY	KPA 4. Stakeholder Management
Level 2 - Act after Approval	KPA 5. Dispute Resolution
	KPA 6. Continuous Improvement

APPLICATION INFORMATION	
To apply kindly send your CV and supporting documents to <a href="mailto:careers@nfosa.co.za">careers@nfosa.co.za</a> with the following reference: ADJB/ 2024/009	
Application closing date:	23 October 2024

### Key Responsibilities and Job Requirements

Key Performance Areas (KPA's)	Job Activities
KPA 1. Operational Target management	Ensure effective implementation and the successful execution of Banking Adjudication Operational Performance Targets as approved by the Board.
	Monitor, manage, and improve where necessary, the operational performance of the Banking Case administrators. Your role includes playing a pivotal role in upholding the integrity of banking operations by investigating and assessing complaints or cases lodged, drafting assessment reports and detailing findings. Interpreting relevant regulations, and making impartial decisions is part of your role outcomes. You will be expected to regularly monitor, and update Respond to reflect the current status of each file, ensure all correspondence including is reflected & attached on the system as well as acknowledge reviews and attend to amendments when identified by colleagues.
KPA 2. Corporate Governance & Risk Control	Collaborate with the project manager where required
	Ensure responsible management of information management in line with regulatory and policy requirements and ensure prompt reporting of POPIA breaches, including awareness of Cyber Security
KPA 3. People Management	Compliance to NFO Human Resources policies
	Maintaining a healthy organisational culture and support change management initiatives.
	Ad hoc coaching and provision of guidance to Banking Case administrators.
KPA 4. Stakeholder Management	Engaging with the Banking financial institutions, as required
	Expedite the resolution of matters by effectively communicating with relevant parties
	Ensuring the Banking Lead Ombudsman 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 Banking Adjudication Division.
	Monitor own customer service levels and address issues to improve service levels.

	<p>Ensure adherence to own performance targets set for the open file count, turnaround times and for administration and adjudication, number of monthly file closures (diary/workbench, workflow notifications).</p>
	<p>Effectively address case closure correspondence within the agreed timeframes</p>
	<p>Monitor and prevent individual backlogs. Complete all special projects assigned by the due date.</p>
<p>KPA 6. Continuous Improvement</p>	<p>Identifying and delivering initiatives which will improve the performance of the Banking division as part of the NFO team</p> <p>Participating in the development of operational changes such as processes and quality standards.</p>