

INTERNAL AND EXTERNAL ADVERTISEMENT

VACANCY: SENIOR CASE MANAGERS

The Office of the Ombud for Financial Services Providers (FAIS Ombud) is established in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 (the FAIS Act). Its objective is to consider and dispose of complaints in a procedurally fair, informal, economical and expeditious manner and by reference to what is equitable in all circumstances. The FAIS Ombud offices are located in the east of Pretoria in Gauteng.

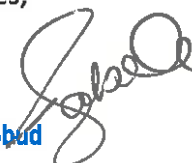
In order to discharge its mandate the FAIS Ombud would like to appoint **SENIOR CASE MANAGERS**.

Key Performance Areas: Drive the resolution of complaints received by the FAIS Ombud.

The position seeks a person who:

- Understands the regulatory environment within which the FAIS Ombud operates;
- Will provide high level strategies for the improvement of the complaints handling process in terms of the FAIS/FSOS Acts;
- Is able to successfully guide and mentor a high performance team;
- Will achieve team performance measures;
- Mediate/conciliate in highly complex matters and where necessary provide guidance to the Case Management division;
- Lead investigations into complex and/or cluster cases and where necessary provide guidance to the case management division;
- Conduct legal research;
- Analysing and recording data for statistical purposes;
- Undertake all job training and mentorship and support to ensure that the staff are fully knowledgeable about complaints resolution and associated business processes;

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- Coaching, supporting and guiding the team with regards to all aspects of daily operations within the FAIS Ombud environment; and
- Various other duties as may be determined by the Ombud.

The ideal candidate should have the following skills and abilities:

- A tertiary qualification in Law or a Bcom, with a Post Graduate Diploma in Financial Planning Law, (CFP)™, or an equivalent qualification;
- Admission as an Attorney/Advocate will be an advantage;
- Experience in the financial services industry and an understanding of the financial planning process will be an advantage;
- A thorough understanding and appreciation of the legal environment in which the FAIS Ombud's Office operates;
- A thorough understanding of the FAIS Act 37 of 2002, and the subordinate legislation;
- Well-developed IT skills and knowledge of the Microsoft Customer Relationship Management (CRM) programme (or similar) would be an advantage;
- Ability to work with statistics to aid business decision-making;
- Must be computer literate;
- Sound communication and leadership qualities;
- Excellent drafting skills;
- Energetic and self-driven;
- Results / Output / deadline driven;
- Good interpersonal skills;
- The ideal candidate must be able to multi-task and handle enquiries from various management levels;
- Ability to communicate in two or more official languages will be an advantage;
- Ability to extract the essence of a complaint where the real complaint is clouded by irrelevant details; and
- Ability to analyse information and make a sound legal argument to reach a conclusion.

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Sussex Office Park, c/o Lynnwood and Sussex Avenue, Lynnwood, 0081

P O Box 74571, Lynnwood Ridge, 0040

Phone: (012) 762 5000 / (012) 470 9080; Fax: (012) 348 3447 / (012) 470 9097

www.faisombud.co.za

NB: This is a senior position in the technical team therefore, only candidates with the desired abilities will be considered.

Interested persons should forward their CVs by e-mail to Applications@faisombud.co.za by no later than **30 March 2018**. Enquiries may be directed to Ms. Lusanda Chili at 012 762 5000.

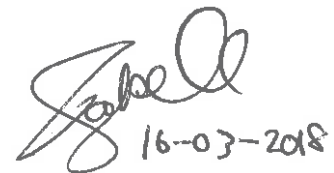
In accordance with the FAIS Ombud's Recruitment Strategy, preference will be given to candidates from designated groups.

The Recruitment and Selection Strategy allows and encourages staff referrals in instances where staff members know suitable external candidates for the advertised position.

Only shortlisted candidates will be contacted. Should you not hear from us within 30 days after the closing date, please consider your application unsuccessful.

Final candidates will be required to undergo a comprehensive background check, which may include security screening, psychometric testing and verification of credentials.

We reserve the right not to make an appointment.



16-03-2018

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