

**INTERNAL & EXTERNAL VACANCY
SENIOR CASE MANAGER/S**

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 would like to appoint a **SENIOR CASE MANAGER/S**.

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 strategy 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;
- Undertake all job training and mentorship and support to ensure that the staff are fully knowledgeable about complaints resolution and associated business processes;

Call 080 111 6666 to anonymously report incidences of fraud at the FAIS Ombud

Fairness in Financial Services: Pro Bono Publico

Kasteel Office Park, Orange Building, 2nd Floor, c/o Nossob & Jochemus Street, Erasmus Kloof, Pretoria
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



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

The ideal candidate should have the following skills and abilities:

- An appropriate qualification in finance, law, information technology, data analytics, auditing, forensics, or be in possession of a Post Graduate Diploma in Financial Planning, or attained an appropriate financial services qualification of at least NQF6 level from a SAQA accredited provider;
- Experience in the Financial Services Industry and an understanding of the financial planning process;
- A thorough understanding and appreciation of the legal environment in which the FAIS Ombud's Office operate and a thorough understanding of the FAIS Act, 37 of 2002 and the subordinate legislation;
- Well-developed IT skills and Knowledge of the Microsoft CRM programme (or similar) would be an advantage;
- Sound communication and leadership qualities;
- Excellent drafting skills;
- Energetic and self-driven;
- Results / Output / deadline driven;
- Good interpersonal skills;
- Must be able to multi-task and handle enquiries from various management levels;
- Ability to communicate in two or more official languages;
- Ability to extract the essence of a complaint where the real complaint is clouded by irrelevant details;
- Ability to analyse information and make a sound legal argument to reach a conclusion.

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

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Interested persons should forward their CVs by e-mail to Applications at Applications@faisombud.co.za by no later than **19 May 2019**. Enquiries may be directed to Mrs Mpho Diako at 012 762 5000.

The FAIS Ombud is an equal opportunity employer, committed to the principles contained in its Employment Equity Policy.

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.

Final candidates will be required to undergo a security screening.

We reserve the right not to make an appointment.

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