National Student Financial Aid Scheme

Job Specification & Recruiting Profile of Vacancy

30 October 2026

The following vacancy exists at NSFAS in Cape Town.

Position	Application Support Divisional Manager	**Type & Grade**	Permanent, D4
Vacancy No	23 of 2026/27	**Department & Unit**	Core Business, Application Support

POSITION OVERVIEW:

Develop, monitor, and maintain NSFAS policies, operation plans, systems and procedures that drive the efficient and effective implementation of the core business strategy in relation to Applications Support Division.

RESPONSIBILITIES:

Policy, Systems & Procedure Development

- Development, monitoring, and management of the NSFAS policy(ies), guidelines, and procedures across multiple operations department disciplines in line with the student-centric model.
- Manage the processes of the applications and evaluations, appeals, disability, student account management and exceptions to maximise the student experience.
- Manage the maximisation of student expectations with the NSFAS applications support

programmes

- Manage the stakeholder challenges that emanate from the applications support value chain.
- Manage and develop instruments to track the implementation of the ongoing applications support programmes
- Develop the overall student funding value chain and ensure the processes are student centric.

People Management & Ethical Leadership

- Manage and/or delegate participation in the recruitment and selection of unit vacancies in line with EE targets.
- Delegate applications support programmes to relevant subunits for implementation.
- Lead and manage the unit team to achieve the set and agreed programmes.
- Direct, inspire, coach and mentor subordinates to deliver quality programmes in line with NSFAS Values
- Lead and manage the individual performance contracting and review process for subunits.
- Lead and manage all disciplinary matters of subunits related to performance and conduct issues.

Stakeholder Management & Relationships

- Oversee the utilisation and implementation of the applications support policies, processes, efficiency channels and databases to resolve stakeholder queries and complaints.
- Collaborate with internal stakeholders to enable the successful resolution of applications support programmes.
- Manage and delegate the sharing of accurate and reliable data and information to ongoing student support units and institutions of higher learning for the smooth student experience.
- Manage the publication and updating of the details of NSFAS application support.

Project Management & Leadership

- Manage and supervise the projects to address identified needs as per the Applications support strategy.
- Analyse and interpret project reports on completion of the project to evaluate return on investment and to inform decision-making in the unit.

Compliance Monitoring & Evaluation

- Lead and manage the plans and processes of verification, compliance, registration, and deregistration data to support the mandate of the student account management.
- Lead and manage the plans and processes that support the implementation of identified key controls and established risk mitigation procedures.
- Analyse and improve the audit, risk, and compliance outlook.
- Lead and manage the implementational audit plan.

Information & Knowledge Management

- Collaborate with stakeholders to build systems that enable the management of data obtained from different sources.
- Collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information.

Reporting & Accountability

- On unit strategic KPIs progress
- On the unit operational plan progress
- On strategic stakeholders' issues and interventions management
- On internal and external audit and risk
- On any other work in the mandate of the application support unit

DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 8 in Commercial, Legal, Business Administration, Information Systems, or related fields

- Computer literacy – Intermediate MS Package Suite
- Driver's License.
- 10 Years' experience in the general various operations units of which 5 should be at the senior management level.
- Advanced project management Skills.
- Advanced Knowledge of the higher education sector
- Experience in the application management programmes.

Preferred

- NQF Level 9 in Commercial or related fields
- Computer literacy – Advanced MS Package Suite
- Driver's License
- 15 Years' experience in the general operations of which 10 should be at the management level in the higher sector.
- Advanced project management skills
- Advanced knowledge of the higher education sector.

Skills and Competencies:

- Strategic and visionary
- Project Management
- Interpersonal Skills
- Data Analysis
- Presentation Skills
- Goal orientation skills

- Influential and advocacy
- Systems and IT flair
- Stakeholder Management
- People Management

REMUNERATION & BENEFITS

Total Cost to Company per annum inclusive of all benefits and company contributions.

PLEASE NOTE:

Closing date: 13 November 2026

Interested applicants must complete and submit an Employment Application Form available on the NSFAS website. The form must be supported by a detailed Curriculum Vitae which includes amongst other things the vacancy name/position title you are responding to, copies of academic qualifications, Identity Document, and names of three contactable referees. Application must be sent via email address: **jobs@nsfas.org.za.**

The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with Shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful. Appointments will be made in line with the NSFAS Employment Equity goals and targets.