National Student Financial Aid Scheme

Job Specification & Recruiting Profile of Vacancy

30 October 2026

The following vacancy exists at NSFAS in Cape Town.

Position	Student Support Accommodation Manager	**Type & Grade**	Permanent, D1
Vacancy No	22 of 2026/27	**Department & Unit**	Operations, Student Accommodation

POSITION OVERVIEW:

To manage the student accommodation application and query process efficiently, ensuring adherence to relevant policies and procedures, including overseeing a centralised query handling mechanism and leading dispute resolution processes

RESPONSIBILITIES:

Policy, Systems and Procedure Implementation.

- Ensure all student accommodation query and dispute processes comply with institutional policies and standards.
- Maintain and improve systems and procedures that support an effective, centralised query handling mechanism.

- Promote consistent policy application across all team activities.

Core Strategic/Operations Objectives Implementation

- Oversee and manage all student accommodation application queries, ensuring accurate and timely responses aligned with institutional policies.
- Implement and manage a centralised query tracking and resolution system to ensure consistent service delivery.
- Lead the dispute resolution process related to student accommodation applications and allocations.
- Ensure strict adherence to relevant accommodation policies, guidelines, and regulatory requirements.
- Manage, coach, and develop a team responsible for handling student accommodation queries and related services.
- Collaborate with internal stakeholders, such as residence offices and student services, to ensure smooth query flow and resolution
- Provide regular performance and compliance reports to the Senior Manager.
- Identify opportunities to improve processes, systems, and customer experience within student accommodation support

People Management & Ethical Leadership

- Lead the direct reports by setting clear goals, providing coaching, performance feedback, and development opportunities.
- Promote ethical behaviour, integrity, and a culture of compliance across the team.
- Manage workloads to balance operational demands with employee well-being and growth.

Project Management & Leadership

- Manage projects aimed at improving the student accommodation query process and systems.
- Lead initiatives to enhance dispute resolution frameworks and student support mechanisms.
- Monitor project progress and ensure delivery within agreed timelines and quality standards.

Budget Optimisation

- Support financial planning for the query and support team, ensuring efficient use of resources.
- Monitor operational expenditure related to student accommodation support activities.
- Identify cost-saving or efficiency opportunities that do not compromise service quality

Compliance Monitoring and Evaluation

- Monitor adherence to policies, regulations, and service standards within student accommodation support activities.
- Conduct regular audits and evaluations of query handling and dispute resolution effectiveness.
- Implement improvements based on findings to reduce risks and enhance service compliance

Reporting and Accountability

- Prepare and present regular and ad hoc reports to the Senior Manager on student accommodation query volumes, resolution rates, dispute outcomes, and team performance
- Ensure accountability for meeting key service delivery and compliance targets.
- Drive continuous improvement based on data insights and stakeholder feedback

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DESIRED SKILLS AND EXPERIENCE

Minimum requirements:

- NQF Level 7 qualification in Social Sciences, Business Administration, Property, or related field
- Driver's License
- 5 years' experience in managing student services, customer support, or accommodation functions, preferably in a higher education environment.
- 3 years supervisory experience
- Strong working knowledge of policy adherence and dispute resolution processes

Preferred

- NQF Level 8 qualification in Social Sciences, Business Administration, Property, or related field
- Driver's License
- Over 8 years' experience in managing student services, customer support, or accommodation functions, preferably in a higher education environment.
- 5 years supervisory experience
- Strong working knowledge of policy adherence and dispute resolution processes

Skills and Competencies

- Analytical
- Problem Solving
- Critical Thinking

- Communication
- Customer-Service Orientation
- Data Analysis
- Conflict resolution
- Product knowledge
- Quality Assurance
- Adaptability

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. The response must be addressed to the following 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