



INTERNAL/EXTERNAL ADVERT

The Office of the Pension Funds Adjudicator (OPFA) is established in terms of section 30B of the Pension Funds Act, 24 of 1956 to dispose of pension fund complaints lodged in terms of the Act in a procedurally fair, economical, and expeditious manner.

Position : **Legal Internship (X4)**
Position status : **12 months**
Reporting line : **New Complaints Unit Supervisor**
Position location : **Pretoria, Ashlea Gardens**

Qualifications:

- Bachelor of Laws degree (LLB)
- Certificate in Pension Funds law (added advantage)
- Practical Legal Training (added advantage)

Minimum Requirements and Key Competencies:

- Proficiency in MS Office (MS Word, Excel, and Outlook).
- Excellent verbal and written communication skills.
- Attention to details.
- Self-motivated, planning and organising, resilience.
- Ability to analyse, interpret, solve problems, and make legal arguments to reach a conclusion.
- Ability to make investigative decisions in the resolution of complaints.

Responsibilities:

- Attend to walk in complaints in lodging new complaints.
- Draft and send initial letters to the parties.
- Draft and send reply/follow-up letters.
- Ensure documents are sent to the correct parties.
- Receive responses and replies as well as saving them on Software system (Respond).

- Engage and Investigation of complaints as well as drafting of determinations in terms of the workflow.
- Engage with parties to a complaint in relation to the administrative aspects of the file/investigation.
- Prepare draft letters based on research and direction given by the team leader.
- Request for reply to letters from complainant.
- Request confirmation of settlement from the parties.
- Peruse responses from parties and advice the team leader if further information is required.
- Follow up on undertakings to respond.
- Request all necessary investigation reports.
- Keep record of all files allocated to them.
- Keep all correspondence relating to a complaint together including telephone calls, emails, etc.
- Submit weekly and monthly statistics to the team leader.

Behavioural Attributes:

The potential suitable candidate must be a creative thinker, passionate about service delivery and be able to thrive under pressure. The candidate must be able to display compassion towards members of the public and complainants and have an open-door policy. Energetic, outcomes and deadlines driven attributes are essential. An influential team player, great communicator, with high levels of integrity and professionalism.

Remuneration: OPFA offers market-related remuneration.

Interested persons may submit applications, inclusive of academic qualifications and CV to careers@pfa.org.za. Closing date for applications is 02 February 2024.

The OPFA reserves the right not to make an appointment. Regret correspondence will only be sent to interviewed candidates.

The OPFA is an equal opportunity employer and as such, preference will be given to candidates from the designated groups in line with the organisation's employment equity plan. [Persons living with disability are highly encouraged to apply.](#)

By completing your details and submitting your application, you consent to OPFA processing your personal information.