

**Physical/ Postal Address:**

Ground Floor Mac Mac Building 4  
Maxwell Office Park  
Magwa Crescent  
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2090  
Tel: +27 12 051 3400

## VACANCY

**Title** : **Communications Officer**  
**Duration** : **Permanent**  
**Grade (Hay system)** : **15**  
**Ref** : **PO002/2024**

The Ombud Council is a regulatory body established as a financial services body and public entity under the Financial Sector Regulation (FSR) Act No.9 of 2017. Its role is in summary to oversee the functioning of the financial sector ombud system to ensure that financial customers have access to effective alternative dispute resolution processes for complaints about financial institutions. The Ombud Council is seeking a Stakeholder and Communications reporting to the Head of Regulation and Oversight.

**Purpose of the Role:**

To support the Head of Regulation and Oversight in managing and nurturing stakeholder relationships in terms of the Ombud Council's objectives. To promote the Ombud Council's objective to collaborate with stakeholders to promote consumer awareness of ombuds and their services and the ombud system, to support financial inclusion. To develop and implement internal and external communication strategies for the Ombud Council by managing the Ombud Council's website and intranet, social media platforms, networking, identifying and building long-term relationships with stakeholders

**Requirements:**

Matric certificate or equivalent. Appropriate National Diploma / Bachelors Degree in Communications or equivalent. A minimum of 3-5 year's experience in a professional Communications and Stakeholder Management role. Fluent in English. Fluency in at least one additional official language will be advantageous

**Key Performance Areas:**

Internal & External Stakeholder strategy for engagement, communication and evaluation & reporting.

**Other Key Competencies:**

The candidate must demonstrate the following skills and attributes:  
Excellent writing and verbal communication skills. Good organisational and time management skills. Design, organise and execute all event-related activities as well as full administrative support. Good networking skills. Knowledge and ability to use digital communication and content-creation tools, as well as computers (programs and applications) and technology efficiently.

**Employment Equity employer:**

The Ombud Council is an employment equity employer, and as such preference will be given to suitably qualified candidates who are members of designated groups, in accordance with the Ombud Council's EE targets. Please note that correspondence and communication will only be conducted with short listed candidates and that the Ombud Council reserves the right not to appoint if a suitable candidate is not identified. Kindly forward your C.V to the following email address: [HR@ombudcouncil.org.za](mailto:HR@ombudcouncil.org.za) before the closing date: 23 August 2024.