

<b>Position:</b>	<b>Manager - Complaints and Query Resolutions</b>
<b>Department:</b>	<b>Business Centre Department</b>
<b>Email CV to:</b>	<a href="mailto:recruitment@tianaconsulting.co.za"><u>recruitment@tianaconsulting.co.za</u></a>
<b>Closing date:</b>	<b>27 January 2026</b>

**Purpose of the Job:**

To provide and manage the activities of the Business Centre Complaints and Queries team, which include but not limited to the following: handling of complaints from multiple sources, redirecting of complaints to external regulatory authorities and internal organisation divisions in accordance with relevant protocols and management of the debarment register. The person appointed to this position will report to the Senior Manager and/or Departmental Head (DH).

**Requirements:**

A Bachelor's Degree in law or Commerce. The candidate must have proven relevant and practical experience of at least 5 years within a financial services industry. A good understanding of the overall mandate of the organisation and the various financial sector laws is required.

**Key Performance Areas:**

- Supervise and manage a team of analysts to ensure effective management of complaints and queries received by the Business Centre from various stakeholders;
- Participate in the development, implementation and maintenance of the appropriate internal policies;
- Review the complaint and queries management process to ensure efficiency in function.
- Effectively engage and collaborate with internal and external stakeholders on issues area of common interests pertaining to complaint and queries received by the organisation;
- Manage the human resources of the team effectively and efficiently (train, monitor, lead, development and maintenance of performance standards for the team);
- Input to the department's business plan and budget in line with organisation guidelines;
- Attend to administrative and managerial responsibilities of the department as directed by the DH;
- Ensure complaints and queries are assessed and outcome of such assessment is communicated with complainants within prescribed service level commitments;
- Manage the processes of referral of matters that do not fall within the scope of the organisation to external stakeholders;
- Review and enhance the complaints and queries management system;
- Prepare monthly trend analysis and insights reports on complaints and queries handled by department;
- Manage, monitor and update the register of debarred representatives;
- Participate in various projects undertaken by the department including the relevant change management initiatives;

- Represent the department in various committees and forums within the organisation, as directed by the DH.

**Other Key Competencies:**

The candidate must demonstrate the following skills and attributes:

- A high level of judgement, confidence and decisive approach, effective communication skills, show a high level of judgement, the ability to analyse problems, the ability to gather information, problem solving and the ability to work under pressure, be able to interact effectively with senior staff, industry partners and stakeholders, and organise, lead and motivate a team in order to meet individual and work group goals, ability to work effectively under pressure whilst upholding an emphasis on quality.

The organisation is committed towards increasing the representation of marginalised groups in line with its Employment Equity Plan. Persons with disabilities are encouraged to apply.