



national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA



INTERNAL & EXTERNAL ADVERTISEMENT

DEPUTY OMBUD FOR FINANCIAL SERVICES PROVIDERS (FAIS OMBUD) (FIVE-YEAR FIXED TERM CONTRACT)

Remuneration Package: Market-related
Reference Number: Ombud for FSP001/2026

The Minister of Finance invites applications for the position of Deputy FAIS Ombud. The Office of the FAIS Ombud is a schedule 3A public entity and was established in terms of section 20 of the Financial Advisory and Intermediary Services Act (Act 37 of 2002) (FAIS Act) to consider and dispose of client complaints against financial services providers lodged in terms of the FAIS Act in a procedurally fair, informal, economical, and expeditious manner. Applications are sought from dynamic, experienced leaders with a proven track record of effective team management and results-driven leadership, preferably at an executive level.

Purpose of the Job: The objective of the role is to consider and assess client complaints against financial services providers in a procedurally fair, informal, economical, and expeditious manner. Applications are sought from dynamic, experienced leaders with proven experience in the financial sector and a track record of effective team management and results-driven leadership at the executive or senior management level. The candidate should be experienced in financial sector regulatory issues, adjudication and interpretation of laws, alternative dispute resolution, and the promotion of the fair treatment of financial customers. The person must also have extensive experience operating at the executive management level. It will be an advantage if the candidate has international knowledge or experience in financial regulation or supervision. The Office of the FAIS Ombud is required to contribute to ensuring that the South African financial services industry has integrity, works in the interests of financial customers, and supports balanced and sustainable economic growth in the Republic. Where the pre-emptive provisions of specific financial sector laws such as the Financial Sector Regulation Act and the FAIS Act have failed to ensure the protection and fair treatment of financial customers through the prescriptive duties imposed on providers of financial services, the Office of the FAIS Ombud, along with other industry Ombud schemes, should play a pivotal role in the adjudication of any complaints from financial customers that flow from their treatment by financial services providers.

Some key outputs include: • Working closely with the FAIS Ombud, responsible for the day-to-day management and administration of the Office of the FAIS Ombud, including ensuring that the office has adequate skills and resources to meet its mandate and objectives • Drafting and issuing determinations • Leading, coaching, inspiring and mentoring senior members of the technical team to provide excellent service, achieve business goals and build team capacity for the future • Monitoring the achievement of fair customer outcomes in the financial services sector and taking steps to mitigate conduct risks and abusive market practices • Resolving complaints.

Qualifications and experience: • Matric. • A relevant postgraduate degree in law (NQF Level 8) recognised by SAQA. • Attorney, Advocate, or an ex-judge • A minimum of 10 years of relevant financial sector and senior management experience, preferably with some exposure to financial consumer protection, adjudication, and interpretation of law, and exposure to alternative dispute resolution approaches. • Thorough knowledge of financial sector laws, particularly the FAIS Act and its subordinate legislation.

Technical competencies include but not limited to: • General management experience • Strategic planning and leadership • A deep understanding of the financial sector and the role, purpose, and functioning of a financial sector regulator, and one that deals with dispute resolution.

Behavioural competencies include but not limited to: • Fit and proper • Conflict management • Mediation, conciliation and arbitration skills • Fairness and impartiality • Honesty and integrity • Professionalism • Fairness • Diplomacy • Strategic Capability and Leadership skills; • Negotiation skills. • Sound judgment • Advanced emotional intelligence • Advanced problem-solving • Planning and Facilitation abilities • Proven ability as a team leader with a commitment to creating, supporting, and sustaining an environment that enables staff to achieve results.

Candidates who do not meet the requirements will not be considered and, therefore, need not apply.

Closing Date for applications: 19 June 2026 at 12:00

Applications must be submitted to Recruit.EXEC@treasury.gov.za

For enquiries please contact: Mr. Languta Manganye at Languta.Manganye@treasury.gov.za and or Ms. Refilwe Kgaphola at Refilwek@faisombud.co.za.

The Ministry of Finance is an equal opportunity employer and encourages applications from women and persons living with disabilities in particular. Our buildings are accessible to persons living with disabilities.

Kindly note: applications that are not compliant with the above requests will not be considered.

Please note: All shortlisted candidates will be subjected to a technical exercise that intends to test relevant technical elements of the job, the logistics of which will be communicated by the Ministry. Successful candidate will be required to sign a Performance Agreement.

All short-listed candidates will be subjected to personnel suitability checks, and the successful candidate will undergo security vetting. It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).

The status of your application will be visible on the system. NOTE: The Minister of Finance reserves the right not to fill the post/ to put on hold a position and/or to re-advertise a post.