

VACANCY - ADJL/2026/009

JOB OVERVIEW			
Position :	Snr Adjudicator / Adjudicator	Grading:	C5 /D2/D3
Department:	Life Division	Reporting to:	Manager Adjudication

JOB REQUIREMENTS	
Experience and Qualifications	Adjudicator/ Snr Adjudicator: 3 -10 years related professional experience, preferably in Life Insurance claims management Bachelor of Laws Degree Admitted Attorney
NFO CORPORATE VALUES	
Effectiveness	We will ensure consistent redress in all appropriate sectors of financial services.
Independence	We will ensure visibly objective, impartial, fair and unbiased processes and decisions.
Accessibility	Our services will be well-known, easy to use, and free for consumers.
Efficiency	We pledge good quality of service and value for money.
Openness	We will be clear and open to scrutiny about our work and the lessons that can be drawn from it.
Customer Centricity	We will put our customers first and at the core of our business to provide positive experience and build long-term relationships.
JOB PURPOSE	Key Performance Areas
Effectively address adjudication matters within the Life adjudication division in alignment with the NFO strategy in a fair, impartial and consistent manner, whilst achieving productivity and efficiency objectives.	KPA 1. Operational Target management
	KPA 2. Corporate Governance & Risk Control
	KPA 3. People Management
LEVEL OF AUTHORITY	KPA 4. Stakeholder Management
Level 2 - Act after Approval	KPA 5. Dispute Resolution
	KPA 6. Continuous Improvement
APPLICATION INFORMATION	
To apply kindly send your CV and supporting documents together with a copy of your ID to careers@nfosa.co.za with the following reference: Your full name and ADJL/2026/009	
Application closing date:	2 June 2026

Key Responsibilities and Job Requirements

Adjudicator

Key Performance Areas (KPA's)	Job Activities
KPA 1. Operational Target management	Ensure effective implementation and the successful execution of Life Insurance Adjudication Operational Performance Targets as approved by the Board.
	Monitor, manage, and improve where necessary, the operational performance of the Life Insurance Case administrators
KPA 2. Corporate Governance & Risk Control	Collaborate with the project manager where required
	Ensure responsible management of information management in line with regulatory and policy requirements and ensure prompt reporting of POPIA breaches
KPA 3. People Management	Compliance to NFO Human Resources policies
	Maintaining a healthy organisational culture and support change management initiatives.
	Ad hoc coaching and provision of guidance to Life Insurance Case administrators
KPA 4. Stakeholder Management	Engaging with the Life Insurance financial institutions, as required
	Expedite the resolution of matters by effectively communicating with relevant parties
	Ensuring the Life Insurance Lead Ombudsman is aware, where appropriate, of the views of the workforce on issues of relevance to the business.
KPA 5. Dispute Resolution	Effective use of and compliance to NFO adjudication processes and quality standards for dispute resolution in Life Insurance Adjudication Division.
	Monitor own customer service levels and address issues to improve service levels.
	Ensure adherence to own performance targets set for the open file count, turnaround times and for administration and adjudication, number of monthly file closures (diary/workbench, workflow notifications).
	Effectively address case closure correspondence within the agreed timeframes
	Monitor and prevent individual backlogs
KPA 6. Continuous Improvement	Identifying and delivering initiatives which will improve the performance of the Life Insurance division as part of the NFO team
	Participating in the development of operational changes such as processes and quality standards.