

VACANCY - ADJNL/2026/007-1

JOB OVERVIEW			
Position:	Adjudicator/s	Grading:	D2
Department:	Non-life Insurance Division	Reporting to:	Manager Adjudication

JOB REQUIREMENTS	
Qualification	• Bachelor of Laws (LLB) degree • Admission as an attorney in South Africa, preferred
Experience	• 3 - 5 years of related adjudication experience • Experience in short-term/non-life insurance and Insurance Law is preferred • ADR Experience (Mediation) • Governance, Legal / Best Practice Compliance
Skills and Qualities	• Strong communication, interpersonal, and time management with the ability to interact effectively with diverse stakeholders. • Excellent analytical skills with the ability to assess complex situations and make informed decisions. • Values driven through integrity, impartiality, and ethical conduct in handling sensitive matters • Emotional Intelligence • Microsoft Office • Application of NFO Values: Effectiveness, Independence, Accessibility; Efficiency; Openness, and Customer-centricity.

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 adjudication department 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 to careers@nfosa.co.za with the following reference: ADJNL/2026/007 and your full name	
Application closing date:	4 June 2026

Key Responsibilities and Job Requirements	
Key Performance Areas (KPA's)	Job Activities
KPA 1. Operational Target management	Ensure effective implementation and the successful execution of Non-life Insurance Division operational performance targets.
	Monitor, manage, and improve where necessary, the operational performance of the non-life insurance case administrators.
KPA 2. Corporate Governance & Risk Control	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.
	Maintain a healthy organisational culture and support change management initiatives.
	Coach and provide guidance to case administrators, entry-level adjudicators and legal interns.
KPA 4. Stakeholder Management	Engage with the non-life insurance financial institutions, as required.
	Expedite the resolution of matters by effectively communicating with relevant parties
	Ensure the Manager 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 the Non-life Insurance Division.
	Monitor customer service levels and address issues to improve service levels.
	Track completion of complaint tasks to case administrators within agreed timeframe.
KPA 6. Continuous Improvement	Identify and deliver initiatives that will improve the performance of the Non-life Insurance Division, as part of the NFO team.
	Participate in the development of operational changes such as processes and quality standards.