

VACANCY - ADJL/2026/008

JOB OVERVIEW			
Position :	Case Assessor	Grading:	C4
Department:	Life Division	Reporting to:	Manager Adjudication
JOB REQUIREMENTS			
Experience and Qualifications	Case Assessor: 3 – 5 years related professional experience, NQF 6: Diploma & Advanced Certificate Experience in handling complex disability claims preferred		
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 lesson 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/2026/008			
Application closing date:		2 June 2026	

Key Responsibilities and Job Requirements
Case Assessor

Key Performance Areas (KPA's)	Job Activities
KPA 1. Operational Target management	Contribute to the effective implementation and the successful execution of Life Insurance Case Assessment Operational Performance Targets as approved by the Board.
	Monitor, manage, and improve where necessary, the operational performance of the Life Insurance Case Assessment 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.
	Coaching and provision of guidance to Case Assessment 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 Manager Case Assessment 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 Case Assessment processes and quality standards for dispute resolution in Life Insurance Case Assessment Department.
	Monitor customer service levels and address issues to improve service levels.
	Finalise provisional determinations within agreed timeframe
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.