



FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

17-07-2025

Feedback: Special SASSA National Bargaining Forum (SNBF)

Beneficiaries' biometric enrollment and job evaluation

Members will remember that it was previously communicated that the Executive Committee decided that the Beneficiaries Biometric Enrollment (BBE) could no longer be postponed or restricted to just four trial locations, but needed to be deployed across all SASSA Local Offices. The four selected trial locations underwent work measurement and motion study evaluations. The SNBF decided to make the work measurement project a priority (establishing standards and norms for all grant processing operations at Local Offices), along with job analysis (updating position descriptions and assessments) at the Local Office level.

In the latest meeting, management reported that job evaluation was completed for roles within Programme Two (2), which covers the primary function of the Grant Administration Value Chain. The job analysis was carried out by the Organisational Development team alongside the Motion Study Review Project. This analysis occurred at the four trial sites with all relevant parties participating. The data was properly recorded in the system for assessment, and the findings were subsequently submitted to the Job Evaluation Panel that convened on 12 and 13 May 2025. The panel reviewed these positions:

- Local Office Manager (SR level 12)
- Assistant Manager: Grant Administration (SR level 10)
- Team Leader (SR level 08)
- Senior Grant Administrator (SR level 07)
- Grant Administrator (SR level 05)

These positions maintained their existing grade levels (as they were before 1 June 2025), even though minimum qualification requirements were updated. The Job Evaluation Panel recommended keeping the current grading structure, which received approval from the Accounting Authority on 27 May 2025.

The PSA raised concerns about management's unilateral rollout of the BBE, contradicting the SNBF's decision that implementation should only proceed after completing the Job Evaluation process. The PSA also requested that management distribute a memo to all SASSA staff apologising for the premature system implementation while the evaluation process was still ongoing. Management acknowledged the PSA's concerns and agreed to distribute the requested memo to all SASSA employees.

Organisational structure review

The employer presented this matter to inform the SNBF about the authorisation received from the Executive Authority to revise SASSA's Organisational Structure. It explained that the previously proposed organisational structure, which had been updated according to the 2020/2021 to 2024/2025 Strategic Plan (6th Administration term), was not approved when submitted to the DPSA on 4 June 2024. This was because the submission occurred after the National and Provincial elections held on 29 May 2024. With the 7th Administration now in position, adjustments are needed to align with the Government of National Unity (GNU) priorities. SASSA has begun creating its Strategic Plan for the 2025/2026 to 2029/2030 financial years.

Management noted that the proposed structure requires revision to reflect these new changes and mandates. It also mentioned that the existing organisational structure was last approved in 2005/2006 and 2008/2009, with expectations to finalise the current process during the second quarter. The PSA inquired about the progress of this process and insisted that management provide a draft structure to enable substantive discussions on the issue. Management replied that it is currently consulting with internal branches and is committed to sharing a draft organisational structure with organised labour as soon as possible. Members will receive updates on further developments.

Employees who want to join the PSA can visit the PSA's website, send an email to ask@psa.co.za, or contact PSA Provincial Offices.

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