

**Date**

4 July 2025

**Topic**

Operations Support Consultant

The Operations Support Consultant plays a vital role in maintaining the efficiency and integrity of our operational processes. This role involves providing technical and administrative support across various functions, ensuring accurate execution of core tasks, and contributing to continuous improvement initiatives. Success in this position requires strong analytical skills, attention to detail, and the ability to manage competing priorities in a dynamic environment.

**Duties And Daily Responsibilities:**

- Assist in validating the integrity of all bulk-run data files before initiation
  - Ensure all operational exceptions stemming from bulk runs (failed collections, income depletion etc) are attended to promptly
  - Attend to product specific monitoring and controls
  - Attend to any corrective action that needs to be taken in response to regulatory compliance monitoring (Reg28 monitoring, forced rebalancing, fund restriction corrections etc)
  - Assist with the setup and ongoing maintenance of model portfolios
  - Handle bulk-email communication to clients and advisers in response to operational initiatives
  - Provide technical administrative assistance to Finance, QA and SRS when required (incident calculations, data requests, clean-ups etc)
  - Ensure the proper execution of all data clean-up initiatives
  - Assist with all business testing requirements (new project/system implementation, QA testing etc)
  - Prepare, collate and submit bespoke reporting as required by external stakeholders
  - Draft and manage internal and external operational communications, including Ops Alerts and stakeholder updates (clients, advisers etc)
  - Manage and collaborate with relevant stakeholders in the balloting process
  - Assist with the documentation of any business requirements, systems requirements, processes, procedures and controls
  - Assist with any technical operational problems or escalations
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**Role Qualifications and Experience:**

- B.Com / B.Sc or equivalent undergraduate degree / diploma is preferable,
- At least 2-3 years' experience in an administrative or operational environment
- A strong performance track record and distinct technical capability
- Fully multi-skilled on Sygnia's administrative products, administrative processes and procedures
- Meticulous attention to detail
- Comfortable working with medium to large data sets
- Advanced MS Office skill, in particular, MS Excel
- Strong problem-solving capability
- Ability to work both within a team and individually
- Extensive product and system knowledge
- Ability to effectively prioritise and execute tasks in a high-pressure environment
- Strong client service orientation
- Excellent verbal and written communication skills

**To apply:**

Email CV to: [recruit@sygnia.co.za](mailto:recruit@sygnia.co.za)

Closing date: 10 July 2025

**For more information:**

Contact: Sesethu Gobel

mail: [recruit@sygnia.co.za](mailto:recruit@sygnia.co.za)

Should you not hear from us within 14 days after submitting your application, please accept your application as unsuccessful.

*Disclaimer: please be advised that your personal information shared on your CV will only be used as part of the Sygnia recruitment process for the role applied for. It will not be shared with any third parties for any other reason.*