

## **Name of the Role: Senior Operations Consultant: Authoriser (Cape Town)**

### **Role Description:**

This position is for a Senior Operations Consultant (Authoriser) to join our retail operations in the Sygnia Financial Services Linked Investment Services Provider (LISP) team. The role would entail quality review of work administered by our Operations Consultants Team and its related retail products across Discretionary and Compulsory products.

### **Duties and daily responsibilities:**

- Perform quality review checks and evaluated all work processed in line with legal and business requirements
- Ensure adherence to SLAs, which includes monitoring of dashboards to achieve SLA
- Recording of all reworks of cases reviewed and declined as a result
- Engage in immediate remedial mechanisms for all declined cases with consultants and raise escalations timeously with leaders and Operational Support Service Recovery Team
- Engage timeously with Operational Support Team and Client Servicing Team for all service and administration failures
- Collaborate on improvement of systems and processes
- Support team leaders to execute objectives that are directly aligned to enhancing the culture and mission of the department
- Collaboration between the administration team and the Client Service Team.
- Liaise and collaborate, via verbal and written communication, with external parties to obtain all the necessary documentation to fulfil objectives
- Maintain strong internal departmental relationships that will foster the growth of a culture in line with the Sygnia Group and Sygnia LISP strategies and vision.
- Identify gaps in processes, error trends and report these to leadership structures.
- Understand and adhere to the appropriate policies, standards, and procedures applicable to the role.
- Understand and engage in risks and risk events relevant to the role and immediately report any findings to the line manager and supporting departments.

- Maintain a healthy team spirit by assisting peers where needed, and where reasonably required, process ad hoc tasks as delegated to maintain stability of operations.
- Continuously work toward the implementation of processes and controls that fosters an effective LISP operational environment.

**Role qualifications and experience:**

- Relevant business qualification, for example Bcom
- 3-5 years' relevant experience, previous exposure to an authoriser or quality assessor role preferred
- Exposure to LISP / Linked Life Companies / Employee Benefits environment preferred
- Proven Quality track record (KPA and other metrics to support at least 98% quality ratings over KPA review period.)
- Knowledge of Pension Fund Act, FAIS, FIC Act, Long Term Insurance Act, CISCA, FATCA/CRS
- A thorough understanding of the S14 and S50 (old section 37) transfer process and required forms.
- A thorough understanding of the benefit process including retirement, death claims and withdrawals.
- A good understanding of the tax implications upon retirement / withdrawal.
- A good understanding of the regulations governing retirement funds and living annuities.
- Advanced MS Excel skills
- Strong organisational skills, resilient and able to function in a fast paced and high-pressure environment
- Meticulous attention to detail and the ability to quickly identify errors or omissions
- Deadline driven and reliable with a strong sense of duty and accountability
- Self-starter proactively taking ownership of development
- Client focused with good verbal and written communication skills
- Exhibit a professional image in character and communication
- High degree of team- and self-awareness
- Exhibit strong senior qualities to further enhance the value build of the department
- High aptitude for being flexible toward environmental changes for a growing LISP
- Ability to engage and co-ordinate tasks in real time within a team

**To apply:**

Email: Sesethu Gobelo at [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 resume 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.