

**Date**

22 August 2025

**Topic**

Senior Operations Manager – Finance, Reconciliations &amp; Client Service Recovery

We are seeking a highly experienced and results-driven Senior Operations Manager to lead and manage our Finance and Reconciliations, Service Recovery, and Operations Support Consultant teams. This strategic leadership role is critical in ensuring the integrity, efficiency, and continuous improvement of financial reconciliation processes, client complaint handling, and operational support across the asset management business. You will play a key role in managing full end-to-end reconciliations within the financial unit trust environment, overseeing cash and liability reconciliations, implementing third-party systems and controls, and leading cross-functional teams responsible for financial accuracy, client relationship management, and operational excellence.

**Duties And Daily Responsibilities:**

- Financial Operations & Reconciliations:
  - Ensure satisfactory audit outcomes for all financial and regulatory reporting within the LISP.
  - Lead the Finance and Reconciliations team, overseeing all cash and liability reconciliations within the environment.
  - Ensure accurate and timely reconciliation processes including:
  - Daily dealing reconciliations to asset managers.
  - Cash movement reconciliations and payments.
  - Monthly financial close and reporting (including tax reporting obligations).
  - Implement, maintain, and continuously improve third-party vendor platforms and reconciliation systems.
  - Ensure sign-off and accuracy of monthly reconciliations and financial statements.
  - Proactively investigate and resolve financial discrepancies or breaks, working closely with internal and external stakeholders.
  - Ensure the team is held accountable for daily tasks, deadlines, and process compliance.
  - Identify opportunities to reduce manual inputs and enhance reconciliation processes, driving automation and cost efficiency.
  - Service Recovery Management:
  - Lead the Service Recovery team responsible for handling client complaints, errors, and investigations.
  - Oversee implementation of corrective actions and drive initiatives to improve client experience and restore client relationships.
  - Collaborate with stakeholders across the business to identify root causes of errors and develop sustainable solutions.
  - Enhance controls and governance to prevent repeat
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- Produce and present weekly and monthly reporting and trend analysis on client complaints, root causes, and resolutions.
- Operations Support & Project Oversight:
- Manage the Ops Support team, responsible for:
- Exception handling operational and support tasks.
- Quality Assurance reviews, reporting and process enhancements.
- Project and initiative implementation.
- Bulk communication and testing of system/process changes.
- Coordinate cross-functional initiatives to improve efficiency, reduce manual workload, and create capacity savings.
- Drive continuous improvement in operational processes and support structures.

**Role Qualifications and Experience:**

- Bachelor's degree in Finance, Accounting, Business, or related field (relevant postgraduate qualifications advantageous).
- Minimum of 8+ years' experience in financial services, with at least 5 years in a senior operations or finance reconciliation leadership role.
- In-depth understanding of unit trust operations, , pension fund and linked life insurance rules, financial and tax reporting and related controls, and specialist client recovery and complaints handling processes.
- Strong experience with daily dealing processes, cash payments, financial reporting, and tax submissions.
- Proven experience implementing and maintaining third-party reconciliation tools and systems.
- Demonstrated ability to manage multiple teams and diverse functions simultaneously.
- Strong analytical and problem-solving skills, with a proactive and hands-on leadership style.
- Excellent interpersonal, communication, and stakeholder engagement skills.
- Ability to drive change, process improvement, and cost efficiencies.
- High attention to detail and accountability for high-quality outputs.

To apply:

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

Closing date: 30 September 2025

For more information:

Contact: Sesethu Gobelo

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.*