

GENERAL MANAGER (SOCIAL SECURITY)

Reporting to the Managing Trustee, the General Manager (Social Security) will be expected to provide strategic direction and policy guidance on all matters relating to Social Security. He/She will oversee the operations of the Registration & Compliance, Benefits, Member Records and Marketing & Customer Experience functions of the Fund ensuring the availability of required knowledge, skills and tools within the departments so that assigned managers are able to deliver on their roles by developing and managing the Human and other resources effectively.

KEY RESPONSIBILITIES:

- Formulate and ensure implementation of leading social security administration strategies that will drive up member registration and improve collections;
- Provide input into development of the Fund's strategy, including any action plans and budgets;
- Set departmental goals and providing necessary direction within the Division;
- Keep abreast of local and global leading practices and trends and making recommendations to the Managing Trustee/CEO and departmental heads on how this impacts the Fund;
- Develop and implement strategies that will ensure that the Fund's social security offerings are in line with member requirements and drive the growth of member registration through-out the country;
- Lead the development of the Fund's member registration and contribution guidelines, policies and direct implementation of the same, ensuring that they are in line with relevant legal and statutory guidelines and best practices;
- Drive the identification of risks inherent in social security operations and articulate mitigating steps for addressing them in conjunction with the Risk Management Department.
- Oversee the preparation of periodic reports on member registration and contribution collections;
- Oversee the maintenance and management of information including membership, contribution and benefits databases;
- Ensure the implementation of efficient data and records management systems that will guarantee the integrity of data and information resources;
- Ensure effective management of the interfaces connecting head office operations, regional offices and branches; and
- Establish policies, systems and processes to ensure the effective processing and payment of benefits;

JOB REQUIREMENTS /SPECIFICATIONS:

- Master's Degree in Actuarial Science, Social Sciences, Business Administration, Law, Public Relations, Marketing or its equivalent from a recognized Institution;
- Bachelor's Degree in Actuarial Science, Social Science or Business Administration or Law or Public Relations or Marketing or its equivalent from a recognized Institution;
- At least twelve (12) years' relevant cumulative work experience with five (5) at a senior management position;

- Membership to a relevant and accredited professional body and in good standing;
- Leadership Course from a recognized institution or a Certificate in Corporate Governance;
- Proficiency in computer applications; and
- Fulfilled requirements of Chapter 6 of the Constitution.

COMPETENCIES:

- Good understanding of pension scheme related regulations;
- Good understanding of financial markets and economic indicators;
- Experience with policy development and formulation;
- Good understanding of operations management, retail direct marketing tactics, etc. within the financial services sector;
- Strong expertise in strategic management, project planning and budgeting, resource management, strategy implementation as well as monitoring and evaluation;
- Ability to drive execution by clarifying objectives and allocating resources effectively;
- Risk awareness and focus;
- Analytical and problem-solving skills;
- Strong leadership and people management skills;
- Ability to effectively manage multiple stakeholders;
- Strong business acumen;
- Strong interpersonal skills, including ability to build alliances and relationships with the right level of sensitivity to diversity;
- Strong communication and presentation skills;
- Strong persuasion and negotiation skills;
- Must be self-driven, highly organized, and able to work well with people at all levels within the organization;
- Good customer relationship management skills; and
- Tact and diplomacy.