

Executive Vacancy



LIDLELANTFONGENI

ESWATINI NATIONAL PROVIDENT FUND

Your Future, Your Life

The Eswatini National Provident Fund (ENPF), established as a retirement savings scheme to provide benefits for employed persons upon retirement, is seeking a dynamic and experienced **General Manager Operations** to lead our core operational functions. The successful candidate will play a pivotal role in ensuring the effective management of member accounts in terms of contributions, employer compliance, and benefit payments, thus safeguarding the financial security of our members.

Purpose of the Position

The General Manager Operations will be responsible for overseeing the Fund's critical operational areas related to contributions collection, employer compliance, and benefits payments. This role requires a strategic leader with a strong understanding of provident/pension fund operations, excellent stakeholder management skills, and a commitment to operational excellence. The incumbent will ensure the timely and accurate processing of contributions, enforce compliance among employers, and oversee the payment of benefits to members.

This position is central to the Fund's mission of delivering reliable, efficient, and compliant services to members and employers, fostering trust and confidence in the Fund's operations.

Key Responsibilities

1. Operational Management:

- o Member Account Management: Oversee all aspects of member account management, including contribution processing, claims processing, benefit payments, and communication.
- o Employer Compliance: Ensure that all qualifying registered employers are registered members of the Fund and they remit timely members contributions and reports.
- o Policies and Procedures: Lead the development and implementation of operational policies and procedures, ensuring compliance with the SNPF Order and best practices.
- o Reporting: Oversee the preparation of accurate and timely operational reports for management and board and all relevant regulatory bodies.

- o Technology Solutions: Identify and implement technology solutions to automate processes, improve efficiency, and enhance data security.
2. **Risk Management:**
 - o Identify, assess, and mitigate operational risks to safeguard members and employers data and reputation of the Fund
 - o Develop and implement robust risk management frameworks and controls.
 3. **Team Leadership:**
 - o Lead and manage a team of operations professionals, providing guidance, mentorship, and development opportunities.
 - o Foster a positive and collaborative work environment.
 4. **Strategic Planning:**
 - o Contribute to the development and implementation of the Fund's strategic plan.
 - o Develop and implement strategic members and employers operational plans that align with the overall vision and objectives of
5. **Stakeholder relationship:**
 - o Develop and maintain strong relationships with stakeholders especially employers and members to enhance service delivery.

Qualifications and Experience

- ☐ Bachelor's degree in finance, Accounting, or a related field.
- ☐ Master's Degree: An MBA or a master's degree in finance or equivalent business experience is preferred.
- ☐ A qualification in Actuarial Science or Chartered Financial Analyst shall be an added advantage
- ☐ Executive/senior leadership program with reputable institutions
- ☐ Minimum of 10 years of experience in the financial services industry, with at least 5 years in a senior management role.
- ☐ Proven track record in managing complex operations and driving results.
- ☐ Strong understanding of regulatory frameworks governing provident funds.
- ☐ Excellent leadership, communication, and interpersonal skills.
- ☐ Proficiency in using relevant financial and operational software.
- ☐ Deep understanding of statutory and regulatory frameworks governing provident funds.

Skills needed

- Proficiency in membership reporting and big data analysis tools
- Skills in driving voluntary compliance
- Excellent communication, analytical and problem solving abilities
- Exceptional leadership and team building skills
- Change Agent
- Self - Motivated

Please send your application, detailed CV, copies of certificates and contact information for three referees by **23 May 2025** to Recruitment Manager,

E-mail: careers@redigroup.online
contacted.

Only short-listed candidates will be