

Terms of Reference

Post: Director, Pensions Administration
Post Classification: TM1, Level 1 (BS: 26,000, NPA: 5,500. Total = 31,500)
Department: -
Division: Pensions Administration and Technology
Reporting: The Director, Pensions Administration shall report to the Chief Technology Officer (CTO)

Main Responsibilities:

- Oversee the preparation, implementation and periodic reviewing of policies and procedures related to pensions administration function.
- Oversee, monitor and provide leadership and guidance required for the execution of all the business processes related to Pensions and Claims, and Collections and Compliance functions.
- Liaise with the Data and Applications Department to ensure that business processes and process flows are executed as per approved policies and procedures in all Information Systems deployed within the office (including Koshaaru, CloudNet, HelpDesk, etc.).
- Liaise with external stakeholders, including Ministry of Finance and Treasury, banks, and other relevant financial, government and State institutions to ensure smooth running of pensions administration function.
- Liaise and coordinate with internal departments to improve performance.
- Design and implement internal controls required to reduce the risk of errors in transactions and processes, maintain transparency, and prevent fraudulent activities.
- Design and implement measures to improve the efficiency and effectiveness of business processes.
- Prepare and present management and statistical reports as required.
- Assist in development and monitoring of strategic objectives of the Department
- Develop training and development plan for all staff in the Pensions and Claims, and Collections and Compliance Departments.
- Monitor and periodically assess the performance of all staff in the Pensions and Claims, and Collections and Compliance Departments.
- Any other relevant tasks assigned by the management or CTO.

Minimum Qualifications:

- A Bachelor's Degree in the field of Business Administration or Management.

Experience:

- A minimum of 5 years of professional work experience (at senior managerial level) in the field of business administration and management.