



Designation:	PP4827 - Administrator
Category:	Corp Operations
Posted by:	Alexander Forbes
Posted on:	27 Jul 2026
Closing date:	04 Aug 2026
Location:	Sandton

Purpose of the Job:**Overview:**

About the Role

We are looking for a detail oriented and client focused Administrator to join our Institutional Fund and Member Administration team. This role is responsible for supporting the administration of retirement funds, ensuring accurate processing, excellent client service and compliance with industry and company standards.

The successful candidate will work closely with internal stakeholders, clients and fund members to ensure service excellence while maintaining high levels of accuracy and efficiency.

Key Responsibilities

- Process and administer pension and provident fund activities accurately and within agreed service standards
- Perform monthly contribution reconciliations and maintain member records
- Process various member claims and transfers
- Prepare client reports, member statements and administration reports where applicable
- Support financial year end processes and risk reporting activities
- Respond to client, member and internal stakeholder queries in a professional and timely manner
- Monitor and manage daily workflows, emails and allocated tasks
- Maintain compliance with relevant legislation, fund rules and company procedures
- Contribute positively to team objectives and support colleagues during peak periods

Qualifications

- Grade 12 (Matric)

Experience

- Previous Pension fund/ Employee benefits industry related administration experience

- Previous experience in Billing reconciliation and Claims processing

Technical Skills

- Intermediate Microsoft Excel skills and proficiency in Microsoft Outlook and Word
- Strong written and verbal communication skills
- Ability to work with complex data and identify discrepancies
- Understanding of retirement fund administration and applicable legislation would be advantageous
- Experience using Compass and Alex systems will be beneficial

Key Competencies

- Strong attention to detail and accuracy
- Excellent organisational and time management skills
- Ability to work independently and manage priorities effectively
- Problem solving and analytical thinking
- Client focused mindset
- Professional, resilient and accountable
- Strong teamwork and relationship building skills
- Ability to perform well under pressure and meet deadlines

Why Join Us?

At Alexander Forbes, we are committed to delivering exceptional service to our clients and members. You will have the opportunity to develop your industry knowledge, contribute to a high performing team and build a rewarding career within a respected financial services organisation.

The company's approved employment equity plans and targets will be considered as part of the recruitment process. As an equal opportunities employer, we actively encourage and welcome people with disabilities.