



Designation:	PP3267 - Senior Administrator
Category:	Corp Operations
Posted by:	Alexander Forbes
Posted on:	20 Aug 2026
Closing date:	28 Aug 2026
Location:	Sandton

Purpose of the Job:**Overview:**

Installations & Configurations Senior Administrator

About the Role

We are looking for a highly analytical and detail-oriented **Installations & Configurations Senior Administrator** to join our Employee Benefits team. This role is responsible for managing fund installations, system configurations, fund conversions, and retirement fund administration activities while ensuring exceptional service delivery to internal and external stakeholders.

The successful candidate will play a key role in analysing fund rules, configuring systems, managing complex data sets, supporting new business take-ons, and driving operational excellence across employee benefits administration.

Key Responsibilities

Fund Administration

- Perform monthly contribution reconciliations and billing checks.
- Manage pensioner payroll balancing and processing.
- Process retirement fund claims where applicable.
- Ensure accurate reporting and compliance requirements are met.

Fund Installations & System Conversions

- Coordinate and manage fund take-on and conversion projects.
- Analyse new business applications and retirement fund rules.
- Prepare fund mandates, resolutions, project plans, and supporting documentation.
- Configure fund parameters across line-of-business systems.
- Conduct data analysis, reconciliations, audits, and system testing.
- Manage compliance communications with regulators and stakeholders.

System Configuration

- Analyse fund rules and policies to determine required system changes.
- Implement both basic and complex fund rule configurations.
- Ensure system setups are accurate, compliant, and audit ready.

Stakeholder & Client Engagement

- Build and maintain strong relationships with clients and internal stakeholders.
- Present installation progress updates and administration processes to clients.
- Support client retention through exceptional service delivery.
- Collaborate with various teams to resolve client queries and drive positive outcomes.

Quality & Operational Excellence

- Ensure compliance with legislative, service level, TCF, POPIA, and company requirements.
- Drive a zero-error culture and continuous improvement initiatives.
- Manage project plans and ensure delivery against agreed timelines.
- Support onboarding and training of new team members.

Requirements

Qualifications

- Bachelor's Degree in Business, Commerce, Information Technology, or a related field.
- Strong computer literacy and data analysis capability.
- Knowledge of Alexforbes systems will be advantageous.

Experience

- 3 to 5 years' experience in Employee Benefits or Retirement Fund Administration.
- Strong understanding of retirement fund administration processes.
- Experience working with fund installations, system configurations, or fund conversions will be highly advantageous.

Key Skills

- Strong analytical and problem-solving skills.
- Advanced Microsoft Office skills.
- Excellent written and verbal communication skills.
- Strong client service orientation.
- Ability to manage multiple priorities and deadlines.
- Excellent attention to detail.
- Project management and organisational skills.
- Ability to work with large and complex data sets.
- Strong understanding of retirement fund legislation and administration processes.

What We're Looking For

We're looking for someone who is:

- Detail-oriented and highly organised.
- Customer-focused and service-driven.
- Proactive and able to take initiative.
- Adaptable and solutions-oriented.
- A strong collaborator who works effectively across teams.
- Passionate about delivering quality outcomes and continuous improvement.

Why Join Us?

This is an exciting opportunity to join a dynamic team where you will contribute to complex fund administration projects, support business growth, and make a meaningful impact on client experience while developing your expertise in employee benefits and retirement fund administration.

If you have a passion for excellence, strong analytical capability, and experience in retirement fund administration, we'd love to hear from you.

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.