



Designation:	PP2667 - Specialist
Category:	Corp Operations
Posted by:	Alexander Forbes
Posted on:	02 Sep 2026
Closing date:	10 Sep 2026
Location:	Sandton

Purpose of the Job:**Overview:**

Administration Specialist

Join Alexforbes as an Administration Specialist

We are looking for an experienced **Administration Specialist** to join our team. This role is responsible for reviewing and ensuring the quality of work processed within a portfolio of funds, supporting operational excellence, and assisting with complex client and administration queries.

What You'll Do

- Review and oversee administration processes to ensure compliance with procedures, legislation, and service level agreements.
- Support the team with complex queries and technical guidance.
- Drive operational excellence across billing, claims, reporting, member administration, and year end processes.
- Monitor service delivery standards and proactively reduce client escalations.
- Conduct data quality reviews and support data clean up initiatives to reduce operational risk.
- Assist in implementing process improvements and best practices.
- Maintain strong relationships with clients and internal stakeholders while delivering exceptional service.
- Ensure compliance with company policies, industry legislation, and Treating Customers Fairly principles.

What We're Looking For**Qualifications**

- Matric (NQF 4) is essential.
- Retirement Fund Qualification, Financial Planning qualification, or equivalent will be advantageous.

Experience

- Minimum 5 years' retirement fund industry experience.
- Previous experience reviewing work at a Senior Administrator or supervisory level.
- Strong understanding of retirement fund administration processes and service standards.

Key Skills

- Strong problem solving and decision making abilities.
- Excellent planning and organisational skills.
- Strong attention to detail and quality assurance mindset.
- Customer focused with excellent communication skills.
- Ability to build relationships and collaborate effectively across teams.
- Intermediate Microsoft Office skills.
- Adaptable, proactive, and committed to continuous improvement.

Why Join Alexforbes?

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At Alexforbes, we do not just offer jobs, we build careers. Here is what makes us stand out:

Growth and Development

- Bursary and Leadership Development Programmes to support your professional growth
- E-Learning Forums and continuous learning opportunities
- Financial Planning Support tailored for employees

Rewarding Performance

- Competitive Total Rewards Package, including short and long-term incentives
- Power of One monetary recognition programme for exceptional performance
- Lead incentives and referral bonuses for helping us grow our talent pool

Comprehensive Benefits

- Retirement Fund Contributions from 13% of CTC
- Group Risk Cover, including Funeral, Dread Disease, and Life Insurance benefits
- Medical Aid and Gap Cover on a 100% CTC basis through Discovery or Bonitas (mandatory unless covered as a dependant)

Work-Life Balance

- Flexible Ways of Work through our hybrid work model
- Connectivity Benefit with a Wi-Fi allowance
- Employee Wellness and Assistance Programmes to support your wellbeing
- My Savings Account to help you achieve your financial goals

Join a company that values its people, invests in their development, rewards excellence, and empowers employees to make a meaningful impact in shaping the future of financial services.

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.