

## **VACANCY**

### **TAKAFUL OPERATIONS SUPERVISOR HEAD OFFICE - DURBAN**

Applications for interested and suitably qualified candidates are invited in respect of the above vacancy.

#### **CORE PURPOSE OF THE JOB**

To manage and supervise the sales and underwriting process for Takaful insurance products at a national level, ensuring the efficient relationship management between the Service provider and Albaraka Bank to optimize service delivery, compliance, and business growth.

#### **MAIN FUNCTIONS OF THE JOB**

##### **Policy Administration**

- Oversees the administration assistants ensuring accuracy on the processing of Takaful policy applications, renewals, and amendments accurately and efficiently to ensure service level agreements (SLAs) are met.
- Oversees the verification and validation of policy documentation to ensure compliance with regulatory and internal standards.
- Ensures to maintain up-to-date policy records in the system, ensuring data integrity and confidentiality.
- Manages the PowerBI reporting.

##### **Relationship Management**

- Manage and maintain effective communication channels between the clients, the service provider and Albaraka Bank.
- Build and nurture strategic partnerships to ensure smooth collaboration and service excellence.
- Resolve conflicts and issues proactively to maintain a positive and productive relationship.

##### **Sales and Underwriting Process Management**

- Oversee the sales and underwriting process, ensuring alignment with Albaraka Bank's standards and regulatory requirements.
- Monitor the SharePoint leads register to ensure the SLA's are being adhered to.
- Ensure accurate and timely underwriting to minimize risks and maximize profitability.
- Follows up with the service provider on pending claims, ensuring they are processed within stipulated timelines and that any discrepancies are resolved promptly.

## **Team Supervision**

- Lead and supervise Administration Assistants, ensuring high performance and adherence to operational standards.
- Develop and implement staff training programs to enhance skills and productivity.
- Conduct regular case status reviews and provide coaching and feedback for continuous development.

## **Operational Efficiency and Compliance**

- Ensure all operations adhere to Takaful principles and compliance requirements.
- Monitor and improve processes to achieve operational efficiency.
- Report and address any deviations from standard operating procedures.

## **QUALIFICATIONS**

- BCom degree or equivalent qualification
- FAIS compliant.
- Minimum of 5 years of technical expertise in underwriting.
- AISA / ACII qualification is an added advantage.

## **PREFERRED EXPERIENCE**

- Experience in the South African insurance/re-insurance market.
- Expertise in underwriting principles and performance optimization.
- Strong understanding of statutory and legislative requirements.
- Experience with financial services and compliance frameworks.

## **KNOWLEDGE**

- In-depth knowledge of underwriting, insurance, and re-insurance markets.
- Strong understanding of Al Baraka Bank's compliance framework.
- Expertise in sales, underwriting targets, and best practices.
- Proficient in using relevant IT systems.
- Excellent communication and interpersonal skills.

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Kindly forward your CV to [stephanie@albaraka.co.za](mailto:stephanie@albaraka.co.za)