



OPERATIONAL MANAGER

NWK4SURE BROKERS

NWK4Sure Brokers (Pty) Ltd is seeking a forward-thinking and results-driven operational manager to lead and optimise our day-to-day operations. The ideal candidate will focus on operational efficiency, innovation, and enhancing service offerings to clients. This role requires a leader who can rethink processes, drive continuous improvement, and ensure seamless operational execution across the brokerage.

Key responsibilities

Operational excellence and process optimisation:

- Redefine and improve internal processes to enhance efficiency and service delivery.
- Implement innovative strategies to rethink offerings to clients and drive business growth.
- Manage agreements, contracts, and relationships with insurers and brokers to ensure smooth operations.
- Introduce new technologies and systems to streamline workflows and optimise productivity.
- Develop and implement operational best practices to enhance overall business performance.

Strategic development and product innovation

- Lead initiatives related to the conceptualisation and implementation of new and innovative insurance solutions and value-added services.
- Collaborate with the CEO, underwriters, and marketing to ensure that new offerings align with market trends, business goals, and regulatory requirements.
- Monitor the performance of new products and refine them for optimal market impact.

Centric service and growth:

- Improve broker and client experiences by optimising operational support structures.
- Identify opportunities to expand service capabilities and strengthen the company's competitive position.

Leadership and communication:

- Build and maintain strong relationships with brokers, insurers, and stakeholders.
- Foster a culture of operational excellence and continuous improvement within the team.
- Prepare clear and concise management reports and oversee operational documentation.
- Contribute to strategic planning and decision-making alongside the CEO and executive team.

Compliance and risk management:

- Ensure operational processes align with regulatory requirements and internal policies.
- Identify and mitigate operational risks to maintain business continuity and stability.

Qualifications and experience:

- Degree or diploma in business or operations management, or a related field.
- Minimum of 5 years' experience in a management role, preferably in insurance.
- Fluency in Afrikaans and English (both written and spoken).
- Proven experience in process improvement, innovation, and operational leadership.
- Strong analytical and problem-solving skills with the ability to work in a fast-paced environment.
- Excellent communication and stakeholder management skills.

Why join NWK4Sure Brokers?

- Lead operational transformation in a growing and evolving business.
- Work in an innovative and forward-thinking environment.
- Contribute to reimagining client offerings and driving business success.

Application can **only** be made through NWK's intranet. For any enquiries, contact Simóne Ferreira on (018) 633 1363 / 1043 or recruitment@nwk.co.za. Visit our Facebook page at www.facebook.com/NWKLimited.

The closing date for applications is **22 May 2025**. If you are not invited for an interview within two weeks after the closing date, consider the application unsuccessful. NWK supports the purpose of the Employment Equity Act and gives preference to applicants from the nominated groups. Candidates with disabilities are encouraged to apply. NWK reserves the right not to fill the position.





OPERASIONELE BESTUURDER

NWK4SURE MAKELAARS

NWK4Sure Brokers (Pty) Ltd is op soek na 'n toekoms- en doelgerigte operasionele bestuurder om ons dag-tot-dag bedrywighede te lei en te optimaliseer. Die ideale kandidaat sal fokus op operasionele doeltreffendheid, innovasie en die verbetering van dienste gelewer aan kliënte. Hierdie rol vereis 'n strategiese denker wat prosesse kan herbedink, voortdurende verbetering kan dryf, en seker maak dat bedrywighede glad verloop binne die makelaarsomgewing.

Sleutelverantwoordelikhede

Operasionele doeltreffendheid en prosesoptimalisering:

- Hersien en verbeter interne prosesse om doeltreffendheid en dienslewering te versterk.
- Implementeer innoverende strategieë om kliëntediens en besigheidsaanbiedinge te herbedink.
- Bestuur ooreenkomste, kontrakte en verhoudings met versekeraars en makelaars om gladde bedrywighede te verseker.
- Benut nuwe tegnologie en stelsels om werkvloei te stroomlyn en produktiwiteit te verhoog.
- Ontwikkel en implementeer beste praktyke vir operasionele doeltreffendheid om besigheidsverrigting te verbeter.

Strategiese ontwikkeling en produkinnowasie

- Lei inisiatiewe wat verband hou met die konseptualisering en implementering van nuwe en innoverende versekeringsoplossings en waardetoegevoegde dienste.
- Werk saam met die HUB, onderskrywers en bemaking om te verseker dat nuwe aanbiedinge ooreenstem met markneigings, besigheidsdoelwitte en regulatoriese vereistes.
- Monitor die prestasie van nuwe produkte en verfyn dit vir optimale mark-impak.

Kliëntgefokusde diens en groei:

- Versterk makelaars- en kliënte-ervarings deur operasionele ondersteuning te verbeter.
- Identifiseer nuwe geleenthede om dienslewering uit te brei en mededingendheid te verhoog.

Leierskap en kommunikasie:

- Bou en handhaaf sterk verhoudings met makelaars, versekeraars en ander belanghebbendes.
- Fasiliteer 'n kultuur van operasionele uitnemendheid en voortdurende verbetering in die span.
- Berei duidelike en bondige bestuursverslae voor en hou operasionele dokumentasie op datum.
- Dra by tot strategiese beplanning en besluite saam met die HUB en uitvoerende span.

Voldoening & risikobestuur:

- Verseker dat operasionele prosesse voldoen aan regulatoriese vereistes en interne beleide.
- Identifiseer en verminder operasionele risiko's om besigheidskontinuiteit te handhaaf.

Vereistes en ervaring:

- Graad of diploma in besigheidsbestuur, operasionele bestuur, of 'n verwante veld.
- Minstens 5 jaar ondervinding in 'n bestuursrol in die versekeringsbedryf.
- Vlotheid in Afrikaans en Engels (geskrewe en gesproke).
- Bewese ervaring in prosesverbetering, innovasie en operasionele leierskap.
- Sterk analitiese en probleemoplossingsvaardighede en die vermoë om in 'n dinamiese omgewing te werk.
- Uitstekende kommunikasie- en belanghebbende bestuursvaardighede.

Aansoek alleenlik deur NWK se intranet. Vir enige navrae, kontak Simóne Ferreira by (018) 633 1363 / 1043 of recruitment@nwk.co.za. Besoek ons Facebook-blad by www.facebook.com/NWKLimited.

Die sluitingsdatum vir aansoeke is **22 Mei 2025**. Indien jy nie binne twee weke na die sluitingsdatum vir 'n onderhoud genooi word nie, ag die aansoek onsuksesvol. NWK ondersteun die oogmerk van die Wet op Gelyke Indiensneming en gee voorkeur aan aansoekers uit die benoemde groepe. Kandidate met gestremdhede word aangemoedig om aansoek te doen. NWK behou die reg voor om die pos nie te vul nie.

