



Secure Tomorrow

Minet

AON | Global Network Correspondent

# WE ARE HIRING!

## EMPLOYEE BENEFITS MANAGER – MINET LESOTHO

Risk. Reinsurance. People.

### JOB DESCRIPTION:

As the Employee Benefits Manager, your primary role revolves around leading Broking Excellence and to oversee Retirement and Risk Advisory, Investment Consulting, and Health Business initiatives, while inspiring and mentoring teams, and guiding them toward optimal client outcomes. The Position will have dual reporting to Minet Lesotho Chief Broking Officer and CFO/ COO with duty station in Maseru and requiring extensive travelling.

### GENERAL FOCUS AREAS

- Proactively acquire and retain (new) business through innovative methods and product development.
- Manage departmental financial performance by fostering revenue growth, implementing cost-effective measures, and providing detailed variance reporting.
- Coach and motivate staff to achieve retention and new business growth objectives.
- Identify growth opportunities and design tailored service strategies to meet evolving client needs.
- Implement process enhancements to surpass service standards and optimize operational efficiency.
- Foster mutually beneficial relationships with key stakeholders.
- Manage teams to enhance existing accounts, drive new business, and ensure the adoption of Minet's best practices while considering local market nuances.

### FOCUS AREAS FOR RISK AND RETIREMENT:

- Ensure strict compliance with Service Level Agreements (SLAs) with insurers and clients to maintain exceptional service standards.
- Analyze client risk portfolios meticulously, offering tailored recommendations for appropriate risk mitigation solutions.
- Take charge of claims management, ensuring adherence to agreed-upon turnaround times while maintaining a high standard of service.
- Demonstrate a deep understanding and strong familiarity with pertinent legislation, notably the Pensions Act 2019, and other relevant regulatory frameworks.

### OUR VALUES

01 |  | Honesty    02 |  | Expertise    03 |  | Agility    04 |  | Respect    05 |  | Teamwork

## FOCUS AREAS FOR HEALTH:

- Conduct thorough client needs analyses and provide tailored recommendations for effective solutions.
- Develop tools for managing inquiries effectively (timely and accurately).
- Design comprehensive wellness programs encompassing financial, mental, and physical wellness tailored to meet client needs.

## FOCUS AREAS FOR INVESTMENT CONSULTING:

- Perform thorough needs analyses aligned with clients' investment objectives.
- Provide guidance on the selection and performance evaluation of asset managers.
- Conduct periodic training sessions for trustees or Management Committees and ensure compliance with relevant regulations.
- Serve as a Trustee for various asset managers ensuring compliance with the Central Bank of Lesotho (Collective Investment Schemes) Regulations, 2018 and ensure compliance with deeds mandates.

## REQUIRED EXPERIENCE AND SKILLS

- Minimum of 5 years of experience in the insurance industry; with an additional 2 years at a managerial position.
- A University Degree in Long Term Insurance/ Investment Consulting and/or any other related field.
- A Masters Degree/ Post Graduate qualification in commercial or business-related studies will be an added advantage.
- Affiliation with any recognized professional body will be an added advantage.
- Demonstrable experience in the professional and/or financial services sector with extensive experience in Investment Consulting will be an added advantage.
- Sales and business development drive and capability, from lead generation to deal closure.
- Excellent networking and relationship management skills.
- Passionate about building a high performing culture and empowering your team(s).
- Proven track record in taking lead charge in managing departmental profit and loss.
- Previous people management experience essential including any of the following: Performance Management, Coaching, and Mentoring.
- Well-developed and proven communication skills.
- Demonstrable experience in negotiation is essential.

## CONTACT:

- Interested applicants should submit their Cover letter, CV, Certified Copies of Tertiary Qualifications and Transcripts together with 2 Professional Reference Letters to [careers@minet.co.ls](mailto:careers@minet.co.ls) on or before COB Friday 19th January 2024. (NB only shortlisted candidates will be contacted).

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