

**Job Title: Senior Operations Manager**  
**Reports to: Director of Operations**  
**Grade: 9**  
**Job Family: Social Security**  
**Employment Status: Permanent Pensionable**  
**Job Location: Head Office, Banjul**

#### **Job Summary**

The Senior Manager Operations (SMO) shall support the Director of Operations to ensure efficient and effective management of the Contributions, Recoveries, Benefits, Verifications and Pensions Payroll functions. SMO shall also be responsible for the overall supervision of all the units under Operations Department and advise the Director appropriately.

#### **Responsibilities and Duties**

1. Supervise the day-to-day operations of all the Units in Operations Department (OD) and monitor the implementation of their KPI to ensure the Unit targets are SMARTLY achieved.
2. Work closely with colleagues in the Department of Research and Policy Planning and conduct periodic review/appraisal of the OD personnel in each of the Units and provide guidance on potential areas of improvements for each employee for the attainment of the Department's annual target.
3. Provide support to the Director to ensure he/she discharges its obligations in relation to pension payment and compliance with current pension's Legislations and the Rules of the schemes administered by the Corporation.
4. Supervise and manage the up-keep of the Pension Payroll to ensure accuracy.
5. Monitor Contributions Unit to ensure timely collection and accurate payment of contributions are received from the employers.
6. Supervise the Recoveries Unit and ensure that they work closely with the Legal Unit for recovery of the outstanding contributions.
7. Supervise the Benefits Unit to ensure timely and accurate processing of Benefits.
8. Supervise the renewal of the pensioner's list and ensure that it is done timely.
9. Develop and monitor the implementation of the work plan for the contribution's Inspectors.

#### **Knowledge**

1. Comprehensive knowledge and expertise, gained at a professional level, in all aspects of the Social Security Management.
2. Excellent knowledge and understanding of the principles and processes involved in Social Security Administration.
3. Knowledge and understanding of Social Security Laws and regulations.

#### **Skills and Abilities**

1. Analytical and conceptual skills in Social Security operations
2. Leadership, supervisory and decision making/problem solving skills.
3. Teamwork, interpersonal and effective communication skills.
4. Microsoft office skills and other suitable Social Security software.
5. Skillful in managing one's own time and the time of others to meet tight deadlines.
6. Ability to communicate information and ideas in speaking so others will understand.
7. Ability to develop, implement and monitor budget activities and work plans.
8. Ability to combine pieces of information to form general rules or make logical conclusions.
9. Ability to work under pressure and for extended hours and meet tight deadlines.
10. Ability to innovate and lead change in a dynamic environment by developing creative ways of solving

problems.

**Qualification (Education) and Experience**

1. A Master's degree in Finance, Accountancy, Economics or Mathematics with 6 years post qualification work experience 3 of which must be at Senior Management level.
2. Bachelor's degree in any of the above disciplines or ACCA with 8 years relevant work experience the last 5 of which must be at Senior Management level