

PRACTICE MANAGEMENT RESEARCH AND DEVELOPMENT OFFICER

Region: Head Office, Cape Town

Reporting to: Practice Management and Projects Specialist

To start: 01 November 2023

At Masthead, our passion is keeping businesses in business. As a national supplier of risk management services to independent financial advisors and other licensed financial service providers (FSPs), we know this can only be achieved through the calibre of people we employ – people who are client focused, set themselves high standards of delivery and have a willingness to go the extra mile. We believe in giving people the opportunity to take ownership of their roles. What we are looking for is someone with innovative thinking, unconventional ideas and a can-do attitude.

Position summary

Masthead (Pty) Ltd has a permanent position available for a Practice Management Research and Development Officer at our Head Office in Mowbray, Cape Town. The position will include assistance to the Masthead regional offices, and clients to optimise business growth, asset value and cash flow through the implementation of best business practice strategies to contribute to the long-term profitability and sustainability of Masthead.

Key Accountabilities

Practice Management Consultant

- This role delivers a practice management function to the Masthead regional offices and clients.
- Identifying opportunities within the member businesses to support the Masthead key drivers.
- Delivering the Masthead integrated approach to clients on an ad-hoc basis.
- Regularly monitoring, evaluating, and providing feedback on Masthead's clients' progress and results.
- Assisting with the research of the latest trends in business management.
- Assisting with the development of required tools, presentations and workbooks for seminars and workshops.
- Assisting with analysing data, and compiling reports for management.
- Interaction with regional staff.
- General administration, and other duties relevant to the overall practice.

Personal Effectiveness

- Is accountable for service delivery through own efforts.
- Is individually accountable for managing own time, tasks, and output quality for a period of 1 day to 3 months.
- Makes increased contributions by broadening individual skills.
- Collaborates effectively with others to achieve personal results.
- Fulfils, achieves, and lives the company values.
- Values accuracy and attention to detail.
- Has the willingness to learn and grow.
- Takes initiative.
- Is quality orientated.

Qualifications, skills and technical knowledge

Qualifications

- Business Management Degree or B.Com.

Soft Skills

- Strong analytical skills and attention to detail.
- Excellent communication skills and collaboration skills.
- In-depth understanding of client (relationship management).
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Experience working with large datasets.
- Fluent in MS Office Products.
- Works under pressure, independently and as part of a team.
- Excellent written and verbal skills.
- Client and service orientation.

Technical Knowledge

- Computer literacy – Microsoft Office (Word, Excel, Outlook, and PowerPoint)

The following will be advantageous:

- An understanding of the financial services industry.
- An understanding of a financial service provider's business.
- Knowledge of compliance legislation governing the industry (inter alia FICA, FAIS and POPI).

To apply for this opportunity:

1. Please send a comprehensive CV and a cover note including your motivation for the role to vacancy@masthead.co.za
2. Please use the subject line **Practice Management Research and Development Officer** in your email.
3. The closing date for applications is **23 October 2023**.

Masthead is running an internal and external recruitment process simultaneously for this role. Masthead is committed to transformation. Meeting our employment equity goals will be taken into account in our recruitment decisions. Should you receive no correspondence within two weeks of the closing date of this job advert, please consider your application unsuccessful.