

KEY INFORMATION

POSITION:	Junior Operations Assistant
REPORTING TO:	Operations Manager
LOCATION:	Mowbray, Cape Town
BUSINESS UNIT:	Head Office - Operations
EMPLOYMENT TYPE:	Permanent
START DATE:	1 November 2026

DESCRIPTION OF MASTHEAD

At Masthead (Pty) Ltd, our passion is keeping businesses in business. As a national supplier of practice management and business development services, and compliance monitoring of FAIS, FICA, POPI, and NCR, Masthead assists Independent Financial Advisors, corporate FSPs and other business sectors throughout South Africa so they can stay in business, improve productivity and prosper. 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.

PURPOSE OF THE ROLE

Masthead (Pty) Ltd is looking for an organised, detail-oriented and self-driven individual to join our team as a **Junior Operations Assistant**.

This is an entry-level role suited to someone who enjoys working with data, systems and processes and is eager to develop their skills in a professional environment.

Working across different areas of the business, you will support a range of recurring operational processes, including CRM and data administration, client and member administration, system support, reporting, reconciliations and operational communications.

The ideal candidate is someone who takes pride in producing accurate work, is comfortable working with technology, enjoys solving problems and is willing to learn. You will need good communication, planning and organisational skills and the ability to work effectively with different teams across the business.

This role offers broad exposure to Masthead's operations and the opportunity to build practical experience within the financial services and compliance industry.

MINIMUM REQUIREMENTS – QUALIFICATIONS & EXPERIENCE

- Matric/Grade 12.
- A relevant diploma or degree in Business Administration, Office Administration, Information Systems or a related field would be advantageous.
- Proficient in Microsoft Office, particularly Excel, with the ability to work confidently with data and reports.
- Previous administrative or operations experience of at least 1 year would be advantageous but is not essential.

DUTIES AND RESPONSIBILITIES

- Provide general operational and administrative support across the business, ensuring tasks are completed accurately and efficiently.
- Capture, maintain and validate client, member and business information across the CRM and other internal systems.
- Conduct regular data quality checks and reconciliations to identify, investigate and resolve missing, incomplete or inaccurate information.
- Assist with lead administration, including lead allocation, referrals, tracking and follow-up.
- Support recurring client and member processes, including online platform access, communications, surveys and related administration.
- Assist with the administration, maintenance and testing of business systems and online platforms.
- Respond to internal and external queries, providing timely assistance and escalating issues where appropriate.
- Prepare contact lists, data import files, reports and other operational information as required.
- Coordinate operational communications, meetings, minutes and follow-up actions to ensure activities are completed on time.
- Support Marketing, IT, the Learning Centre and other internal teams with operational, systems and administrative activities as required.
- Providing support at the front desk when needed, transferring calls and assisting the Office Administrator.

COMPETENCIES AND SKILLS

Technical Skills

- Understanding of databases, with the ability to retrieve, analyse and work with data.
- Understanding of how systems share and exchange information.
- Experience with testing tools would be an advantage.
- Familiarity with CRM systems and business applications advantageous.

Competency

- **Has strong attention to detail** and a commitment to accuracy.
- **Able to organise and plan** tasks, priorities and deadlines effectively.
- **Able to solve problems** and identify practical solutions.
- **Process-focused**, with the ability to follow procedures and identify opportunities for improvement.
- **Able to collaborate effectively** with different teams and stakeholders.
- **Shows initiative and accountability**, taking ownership of tasks and following them through.
- **Adaptable** and comfortable responding to changing priorities and requirements.
- **Demonstrates professionalism and confidentiality** when handling client, member and business information.
- **Committed to continuous learning** and developing new skills and knowledge.

WHAT YOU WILL GAIN

- Practical experience across **operations, administration, data and systems**.
- Exposure to **CRM systems, business applications and operational processes**.
- Experience working with **client and member data, reporting and reconciliations**.
- An understanding of **financial services and compliance** in a professional environment.
- Experience working collaboratively with **different teams across the business**.
- Opportunities to develop your **technical, organisational and problem-solving skills**.

HOW TO APPLY

- Send your CV to vacancy@masthead.co.za
- Address your application to: **The Operations Manager, Cape Town.**
- In the subject line of your email write: **Junior Operations Assistant, Head Office, Mowbray**
- The cut-off date for applications is **9 October 2026.**

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