

# Chief Operating Officer (COO)

## Ref: GEMS0133



The position of **Chief Operating Officer** is vacant. The **Chief Operating Officer** will report directly to the Principal Officer and forms part of the Administration Business Unit. The position is based in Pretoria and is a fixed term contract of employment of five (5) years.

The total remuneration package will be market-related and is negotiable, based on qualifications and experience.

The role of the **Chief Operating Officer** is to oversee the execution of the strategic objectives and to ensure operational efficiency of the Operations and Administration Business Unit including: Member Service and Experience, Administration & Transaction Management, Healthcare Services Management and Information and Communication Technology.

The **Chief Operating Officer** will be required to provide support to the **Principal Officer (PO)** through the implementation of the following **Key Performance Areas (KPAs)**:

- Provide visionary leadership to the overall Operations and Administration Unit, ensuring that all Divisions reporting to this role operate efficiently, enabling achievement of the Scheme's strategic objectives.
- To oversee Operations and Administration of the Scheme in an innovative and cost-effective manner.
- Responsible for providing direct leadership support to the Principal Officer with particular emphasis on achieving business efficiencies and savings, while improving productivity within all aspects of operations, including financial and healthcare performance.
- Identify and manage strategic projects related to the Business Unit.
- Provide input into the Scheme's overall strategy.
- Develop and Monitor the execution of the strategy and operational plans for the Business Unit.
- Manage and oversee the Business Unit's operational budget.
- Review and ensure that quarterly strategic, operational, governance and risk management reports are managed for the Divisions within the Business Unit.
- Measure the overall effectiveness and efficiency of processes for the business unit and identify and implement ways to improve processes whilst ensuring compliance with relevant regulations and mitigating risks.
- Responsible for ensuring collaboration between the Fund and Operations; ensuring that reporting to all Committees of the Board of Trustees is optimal.
- Must have a strong understanding and be in support of NHI initiatives.

### Qualification requirements are:

- MBCHB Degree or equivalent in a related field.
- Fifteen (15) years of functional experience with at least seven (7) years in a highly strategic Operational Executive Management role including staff supervisory, budgetary, and management responsibility.
- Experience in the Healthcare industry.
- Extensive business experience with a proven track record of innovation, delivery and performance, preferably in medical aid operations and systems, administration and service.
- Experience in managing business units and being responsible / accountable for and driving sustainability and efficiencies.
- Extensive business experience with a proven track record of innovation, delivery and performance, preferably in medical aid operations and systems, administration and service.

### Behavioural Competencies

- Negotiation and influencing skills.
- Excellent verbal and written communication skills.
- Good analytical problem-solving skills.
- Good leadership skills, fostering excellence.
- Leverages working relationships with stakeholders and colleagues to build collaboration.
- Ability to think strategically and formulate operational plans.
- Ability to integrate and manage large projects.
- Ability to think conceptually and deal with complex problems.
- Maintain awareness of new trends and developments in the field.
- Stakeholder relationship management.
- Ability to demonstrate ethical behaviour at all times.
- Must adhere to all internal compliance policies and procedures.
- Responsible and reliable.
- Results-driven.
- Action-orientated.
- Resilient.
- Member-centric.
- Innovative.

**Should you be interested, please apply by emailing your Word format CV to [khudu@leboconsulting.co.za](mailto:khudu@leboconsulting.co.za).**

**The closing date for applications is 18 November 2017.** Should you not hear from us by 31 December 2017, please consider your application unsuccessful.

GEMS employs people with the highest level of integrity – submission to the appropriate pre-employment assessment is obligatory to be considered for the position.