

Join our Team as Operations Pensions Senior

Valuable team member the Operations Pensions Senior will play an important role in enhancing quality assurance for all operational processes and customer interaction, control testing redesign and processes optimization, aiming to keep at high standards of compliance the operations processes.

Key Responsibilities:

He/she will be responsible for the control testing, assessment of the results, solutions proposal and/or redesign of controls/flows to have a good governance over processes.

The main responsibilities will include:

- Quality assurance over the operational processes;
- Quality assurance and management of the complaints;
- Communication with FSA for different opinions or issues;
- Coordinating implementation of the new regulatory updates, including the preliminary analysis;
- RCSA revision, rights certification, and other quarterly qualitative testing;
- Processes optimization and projects implementation;
- Back-up for core processes from department: payments, collection processes, transfers and AMRP and daily transactions validation;
- FSA monthly reporting sign-off;
- Participating in internal audits and external regulatory inspections;
- Developing or updating documentation around flows and processes in order to ensure knowledge is effectively captured and distributed to the team members;
- Follow-up on action plans from operational controls, internal audit, FSA's exam by working closely with colleagues across OPS areas to ensure that everyone is delivering in a timely manner.

Hard Skills

- Bachelor's degree in a relevant field (Audit, Finance) may represent an advantage;
- Experience working in pension industry and solid understanding of the business/ applicable legislation is a plus;
- Audit courses may provide an advantage;
- Good ability of establishing strong partnerships with other areas within the company;
- Auditing/testing skills;
- English proficiency at Upper, intermediate level or higher;
- Proficiency in Microsoft Office (Word, PowerPoint, Excel, Project);
- Digital skills – there is an increasing number of documents that are kept digitally;
- Proficiency with technology and systems; ability to quickly learn new systems and processes and effectively train these items to its colleagues;
- Oral and written communication skills – when writing new documentation or updates to existing documents, instructions must be clear to all colleagues.

Soft Skills

- Communication skills – to ensure collaboration among the team;
- Organizational skills and time management – need to ensure that all the tasks are delivered in time and that the department colleagues are using the appropriate documentation;
- Attention to detail – to ensure accuracy on the operational control, reports and analysis;

- Teamwork and collaboration – collaborating with other colleagues to deliver the audit's results, analysis conclusion and submitting to FSA reports and other documents. Also, coordinating other staff members who contribute to documentation creation, completion, or review.
- Passion to work with people, a collaborative mindset and strong emotional intelligence;
- Good influencing skills;
- Good analysis and synthesis capabilities;
- Positive, self-motivated individual capable of working autonomously
- Highly resourceful and always maintaining ethical professionalism, confidentiality, and integrity.

What we offer:

- Friendly and dynamic work environment with multiple career development opportunities, allowing the colleague to explore a variety of functions and processes within the Operations area;
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality;
- Direct reporting to Pensions Operation Manager, guidance, and mentoring;
- Various learning & development programs, adapted to your needs and goals;
- Work-life balance programs and a special care for your physical and mental health;
- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster, additional holiday based on your seniority);
- Attractive salary and yearly additional compensation, according to your performance and support for the team;
- Hybrid way of working and good location – close to the subway.

Send us your CV at RO-hr@metropolitanlife.ro. By sending your CV to this address you agree that Metropolitan Life will process your personal data for the recruitment process for this role.

At Metropolitan Life Pensions, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

