

Job Description | Operations Officer – South Africa | June 2022

Johannesburg-based Operations Officer

Overview

GCR Ratings was established in 1996 and is the leading ratings agency in Africa in terms of coverage and analytical presence on the continent. We have regional hubs in Mauritius, South Africa, Kenya, Nigeria, and Senegal. Our ratings portfolio expands to over 500 entities, in more than 25 countries, and across multiple business sectors.

We are currently recruiting for an Operations Officer to join our Operations Team. The Operations Team is responsible for ensuring all analytical work across the group is processed in a timely manner, in line with all regulatory and procedural guidelines and of good quality. The Operations team is also responsible for coordinating events and publicising analytical outputs within the market. The Operations Officer's primary responsibility will be to ensure quality and maintain oversight of the ratings publication process. This is an exciting opportunity for someone with excellent attention to detail, good organisational and time management skills to add value to a growing team and pan-African organisation.

Summary

The Operations Officer will report directly to the Group Operations Manager as well as working to the Senior Operations and Quality Control Officer and supporting the Group Head of Ratings and the Compliance team. The successful candidate will be expected to work autonomously, have good communication and organisation skills, and excellent attention to detail. The role involves three core elements: work-flow management, publication management, and supporting the broader work of the operations team.

Duties and Responsibilities

Workflow Management

- Assisting the Senior Operations Officer with oversight of the credit rating process, including:
 - On-going development of the Ratings Process Management system.
 - Oversight of the credit rating process ("CRP").
 - Working with the Senior Operations Officer to monitor CRP exceptions and ensuring they are reported to Compliance/Board.
- Credit rating process risk management
 - Ensuring consistency of the CRP
 - Applying rigor to the publication process

Publication Management

- Responsible for tracking items due for publication

- Responsible for management of publication in line with policy and process
- Responsible for quality control of documentation at finalisation and publication:
 - Checking of finalisation packs in line with requirements
 - Direct interaction with analysts at finalisation stage
 - Compilation of finalisation audits

Analytical Team Output Management

- The operations officer will also be required to assist with the broader activities of the operations team which are intended to facilitate and improve the quality and volume of analyst production. These may include, but are not limited to,
 - Assisting in coordinating GCR inhouse training
 - Assisting with editing research reports and other ad hoc publications created by the Analytical unit
 - Providing administrative support to any Analytical events/webinars or other outreach opportunities
 - Assisting in publicising Analytical outputs to market participants (eg, LinkedIn, Mailchimp)

Independent Review Function (Reporting to Compliance and Board Risk)

- When required the Operations Officer may assist the Senior Operations Officer in facilitating the review of the quality and consistency of methodological application across GCR
- Committee consistency and rigor: Committee pack checking and testing

Qualities and Experience

It is critical that the successful candidate has excellent attention to detail and is able to review detailed documents to spot errors and inconsistencies. They must be able to communicate well, both written and verbally, with all levels of the organisation particularly given current remote working practices amongst the analytical team. The successful candidate will also have excellent organisational skills, be willing to work autonomously and be able to prioritise their and others' workloads to maximise efficiency and meet strict deadlines.

An interest in the ratings industry and broader experience of the financial services industry would be an advantage however, prior ratings experience is not essential, and training can be provided.

Qualifications

The successful candidate should have Matric. No other specific qualifications are required.

Role Specifics

Location: Johannesburg, South Africa

Hours: Full Time

Remuneration: Market related remuneration.

Application Process

Please send a copy of your CV and a covering letter to cv@GCRratings.com. Closing date for applications is 8 July 2022. For further information please visit our website www.GCRratings.com.

