

Vacancy: ASSA Member Engagement Administrator

The Actuarial Society of South Africa serves the public interest through regulating and supporting the actuarial profession in South Africa. This is done through the provision of a world class education to actuarial students, setting and maintaining professional practice standards for actuaries, advancing actuarial skills and knowledge in both current and wider fields of actuarial practice, being an objective voice engaging decision makers on the public good in areas of policy making where actuaries can contribute, and creating opportunities for actuaries to work locally and abroad.

The Actuarial Society of South Africa is committed to delivering high-quality, professional and efficient administration and support services to its network of members and volunteer members. The position of ASSA Member Engagement Administrator based in Cape Town is currently vacant. The position reports to the Lifelong Learning Manager. The position will be filled in line with the Actuarial Society's employment equity policy.

Job Summary

Are you a highly organised, detail-driven professional with a passion for people development and the ability to thrive in a fast-paced environment? Do you have an excellent command of English and enjoy working with diverse stakeholders? If so, this is an exciting opportunity to play a key role in shaping the professional journeys of actuaries across South Africa.

The Actuarial Society of South Africa (ASSA) is seeking a Member Engagement Administrator to support and administer key development programmes, including ASSA Personal Development (APD), Work-Based Learning (WBL), Continuous Professional Development (CPD), and Actuaries Without Frontiers (AWF). This role sits at the heart of the member experience—ensuring the seamless delivery of learning initiatives, systems, and engagements that support members from qualification through to lifelong learning.

If you thrive under pressure, take pride in excellent administration, and enjoy enabling meaningful development experiences, we would love to hear from you.

Key Responsibilities:

General Team and Member Engagement Support

- Provide professional frontline member engagement support, including assisting with general enquiries and serving as a reliable back-up to Member Services when required
- Support the coordination of meetings and events through pre-event administration, logistics, attendance tracking, materials preparation, and follow-up actions
- Assist the Marketing and Communications team with administrative tasks, including coordinating branded items, maintaining stock records, and reconciling related information
- Provide flexible, all-round administrative support across the team, assisting with coordination, documentation, record-keeping, and ad hoc tasks to ensure smooth day-to-day operations

Lifelong Learning Acronyms: ASSA Personal Development (APD); Work Based Learning (WBL); Continuous Professional Development (CPD)

APD; WBL & CPD

- Work closely with the Lifelong Learning Coordinator to deliver APD programmes aligned to member needs across all career stages
- Coordinate end-to-end delivery of APD events, including:
 - Programme setup and registration management
 - Event logistics and coordination
 - Clear communication of programme details, schedules, and updates
 - Post-event administration, including feedback distribution and analysis



- Support the administration of ASSA's lifelong learning framework, including WBL and CPD
- Provide efficient WBL system and student administration support, engaging with students, supervisors, and assessors
- Maintain accurate CPD records and support member compliance with professional requirements
- Communicate CPD requirements, deadlines, and learning opportunities clearly to members
- Collect and consolidate feedback to support continual improvement of WBL and CPD processes

Volunteer Records Management (AWF & Broader ASSA Initiatives)

- Administer AWF volunteer sign-ups, activities, and logistics
- Support AWF initiatives and activations at the ASSA Convention
- Provide secretariat support to the AWF Steering Committee
- Maintain and coordinate the broader ASSA volunteer database
- Collaborate with the Events team to enhance the volunteer value proposition

Key Competencies:

- Strong administrative experience in records management, coordination, or office support
- Excellent organisational and time management skills, with the ability to manage multiple priorities under pressure
- Excellent written and verbal communication skills (high standard of English essential)
- Strong interpersonal skills; comfortable engaging diverse stakeholders (some public speaking may be required)
- Proficiency in online event platforms and learning management systems
- Ability to brief marketing requirements and support communication delivery
- High attention to detail with a strong service orientation
- Ability to work independently and collaboratively
- Interest in lifelong learning and professional development

Minimum Requirements

- Matric plus a relevant tertiary qualification
- 3–5 years' experience in a similar role
- Strong technical aptitude; experience with Microsoft Teams and Zoom
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- No fear of new system developments and process changes, including the use of AI.
- Valid driver's licence and own vehicle (advantageous)

What we offer

We offer a competitive, market-related remuneration package, including pension fund, group life, and disability cover. At ASSA, we foster a culture where individuals are encouraged to grow, develop, and reach their full potential, while enjoying what they do and maintaining professionalism.

Applicants

Applicants are invited to submit their applications together with an updated *curriculum vitae* by the deadline of 27 July 2026 to vacancy@actuarialsociety.org.za