

## **Advert** ***Executive: Operations***

### **Executive: Operations**

Head Office | Fixed-term or Permanent

Are you a visionary healthcare leader who can translate strategy into operational excellence? POLMED is seeking an experienced Executive: Operations to drive the delivery of its healthcare value proposition and lead the operational engine that supports healthier members and a safer South Africa.

This executive leadership role will shape how the Scheme delivers member services, clinical programmes, wellness initiatives and administration services while ensuring strong governance, financial sustainability and exceptional member experience.

#### **What you'll be responsible for:**

- Oversee member experience and engagement initiatives that enhance satisfaction and service delivery.
- Ensure effective administration services including contributions, claims processing and third-party recoveries.
- Provide oversight of clinical services, benefits design and managed care programmes to ensure sustainable healthcare delivery.
- Lead health promotion and wellness initiatives aimed at improving member health outcomes.
- Ensure sound governance, regulatory compliance and adherence to relevant legislation and scheme rules.
- Build and maintain strong strategic partnerships with stakeholders including SAPS and healthcare partners.
- Lead and develop a high-performing operations team that drives accountability, innovation and service excellence and shape and implement the Operations strategy aligned to POLMED's overall strategic direction.

#### **What you'll bring:**

- MBChB qualification.
- NQF Level 9 postgraduate qualification in a medical field, business administration, management, leadership or a related discipline.
- Registration with the HPCSA.
- At least 10 years' experience in a medical scheme or comparable healthcare funding environment.
- At least 8 years' experience in a senior management or executive leadership role

**You'll thrive in this role if you have:**

- Strategic leadership and organisational management.
- Deep understanding of healthcare delivery and medical scheme operations.
- Strong stakeholder engagement and partnership management.
- Governance, compliance and risk management expertise.
- Financial and operational management capability.

**How to apply:**

If you are ready to take on this role, please send your CV to [hr@polmed.co.za](mailto:hr@polmed.co.za):

The subject line must strictly read: **Application for Executive: Operations**

Due to the volume of applications received, only applications that fully comply with the above submission requirements will be considered during the shortlisting process.

POLMED reserves the right to fill this position on either a fixed-term or permanent basis, in line with organisational requirements.

If you have not received feedback within 21 days after the closing date, please consider your application unsuccessful.

**Closing date: 13 April 2026**