

Job Description

Job Title: Solution Delivery Analyst

Date: ASAP

Reporting to: Team Lead

Location: Hybrid

Overview

Prioclen LTD is a fast-growing Nigerian based management consulting firm with its head-quarters in Abuja Nigeria. We have a forte in providing strategic consultancy and advisory services to organizations- private, governmental and individual firms, by creating and integrating information technology solutions to enhance their service delivery and ensure sustainable growth and development in niche-based brands to these individuals/ organizations.

Purpose

We are looking to fill the position of a solution delivery analyst who will be responsible for execution of ongoing operations tasks, identifying operational efficiencies, and identifying continuous improvement opportunities, execute manual processes (requiring plan knowledge and analysis) but always with a focus to streamline, automate, and/or standardize the process and identify process improvements by identifying issues, process delays, and quality problems and recommends solutions.

The Solutions Delivery Analyst will as well be responsible for resolution of participant and plan administration issues, workflow management, increased ownership of complex ongoing tasks, identifying operational efficiencies and continuous improvement opportunities. This role may be leveraged across multiple clients.

Responsibilities

- Able to manually perform Benefit processes and complex tasks/calculations that require plan knowledge, analysis, and interpretation.
- Research complex Benefits issues and formulates resolutions/ recommendations by analyzing fact patterns and applying plan provisions and best practices
- Resolve tasks in accordance with due dates and ensure process is well documented.
- Create ad hoc reports as required to support client service delivery functions

- Provide day-to-day client and third-party administrator contact for participant processing inquiries
- Participate & contribute in daily huddles and status meetings
- Document task/ workflow analysis and comments in a concise, effective manner such that it can be easily understood by participant
- Develop and deliver client-specific operational training; monitor ongoing adherence to SOPs to ensure high quality
- Work with the client team across shores to deliver against client requirements
- Proactively identify training needs and provide necessary coaching as required to Prioclen.
- Proactively seek performance feedback to build & enhance knowledge
- Build and leverage partnerships across shores to deliver against client requirements.
- Create robust documentation & SOPs for transition of activities between Ops and Shared Services, combined with ongoing coaching
- Document task/ workflow analysis and comments in a concise, effective manner such that it can be easily understood by the broader team.
- Manage and support projects and tasks of various sizes of cross functional applications and the related processes
- Manage the entire client on-boarding and implementation process for Trade clients, including product documentation, deployment of client-facing technology, and relevant KYC processes
- Implement development standards and best practices for Data Warehousing and Analytics
- Analyze new solutions impact on existing systems and processes
- Ensure that all projects are delivered aligned with Release Management Processes.
- Manages incident and problem management processes, release and configuration management according to ITIL
- Continuously improve support processes and drive operational efficiency in close alignment with business customers and other IT organizations
- Manage overall program performance, including credit line usage, revenue generation, pricing and profitability
- Manage the day-to-day control responsibilities for Receivables Purchase programs and commodity LC transactions, related reporting and tracking activities
- Running complex projects

Requirements

Essential

- Bachelor's degree or equivalent work experience required.
- 2-4 years industry experience.
- Strong understanding of client plan provisions/product & processing guidelines and SLA metrics

Skill

- Good MS Office skills
- Good Communication Skill.
- Leadership skills in establishing a working climate which stresses the creation and maintenance of a competent, committed and cost-effective staff.
- Change management skills
- Emotional intelligence and interpersonal skills

Summary Terms and Conditions

Contract: 12-month fixed term contract

Salary: Very Attractive

Annual leave: 22 days holidays per annum pro rata excluding public holidays

Pension: Minimum 10% Employer contribution with minimum 8% Employee contribution

Healthcare: Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme.

Location: Abuja Nigeria

Notes: This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

How to apply

To apply for this job opportunity, please send a CV and covering letter to recruitment@prioclen.com

Unfortunately, because of the volume of applications we are likely to receive we regret that we are unable to respond to every unsuccessful applicant. If we have not made contact with you within 2 weeks of the closing date you have not been selected for interview on this occasion.