

Mashudu Moavodi

Nomination standing for elections

Annexure D7



MASHUDU MOAVODI

- *National Business Support Manager and FAIS Regulatory Key Individual*
- *Second in Command to the Financial Services Head of Stores*
- *Non-Executive Board Member of School Governing Board/Treasurer and Chair of the Recruitment Committee and the Finance Committee*

PROFILE

Experienced General Manager with a demonstrated history of working in the banking industry. Skilled in Risk and Compliance Management, Operational Management, Analytical Skills, Sales, Customer Service and Credit Banking.

Strong all-rounder professional, holds a Bachelor of Business Administration in Banking, Higher Certificate in Business Management from Regenesys Business School, and Post Graduate Diploma in Business Management with Regent Business School. With my highest accolade being a MBA with Regent Business School.

CONTACT

EMAIL:
Personal:
Work:

HOBBIES

- Reading
- Spending time with my family and friends
- Giving back to the community through our CSI
- Playing Piano and Conga drums/Music

LEADERSHIP ROLES ASSUMED

- Member of the Bank's Ethics Exco Sub Committee- chaired by company CEO- African bank
- Member of the Bank's Risk Exco Sub Committee- chaired by company Group Executive: FAIS, Marketing and Sales- African bank
- Presentation member to Board- African Bank

EDUCATION

MBA - Regent Business School
January 2019 –November 2020

Post Graduate Diploma in Business Management – Regent Business School
January 2018 – November 2018

COB Certificate : Long term Insurance - Moonstone Business School of Excellence
2018

Bachelor of Business Administration in Banking – Regenesys Business School
January 2016 – November 2017

Higher Certificate in Business Management (Banking) – Regenesys Business School
January 2015 – November 2015

FSB Board Certificate RE 1 & RE 5 – Moonstone Business School of Excellence
April 2014 and April 2015

National Certificate in Wealth Management – Old Mutual Academy/INSETA
2012

National Certificate in Banking – CIDA City Campus University
2005

WORK EXPERIENCE

Woolworths Financial Services – National Business Support Manager and FAIS Key Individual

Aug 2021 – Present

This role serves as **a second in charge to the Financial Services Head of Stores** **Relieve the Head of Stores and assume Head of Stores in the HOD's absence.**

Provide support and optimization to Senior Management/Executives and their teams at large

Serve as Chairperson of the KI Forum, Stores Manco, Stores Control Forum, Store Employee Relations Forum.

Serve as scribe/secretary of various Stores Forums

Assist in the formation of Store annual strategies

Communicating and Presenting Information across all levels

Governance and Compliance

Project Management of all Stores Projects

New Business MIS and Reporting

Administrative and Logistical Support

Expense Control and Expense Report

Assist and support a quantum of about +-450 Stores, +- 300 employees, 4

Divisional Managers and 16 Regional Team Managers

Staff and Talent Management

Manage four teams respectively noted below:

- Stores Compliance Team
- Stores Business Support Team
- Store MIS Analytics team
- Stores Training and Development team

Woolworths Financial Services – Specialist: FAIS Monitoring and Ops Key Individual/ Regulatory Conformance Specialist

Jan 2020 to July 2021

Compliance Oversight

Oversight on various compliance areas (FICA, POPI, NCR, AML etc.)

Ensure that the FSP adheres to the FAIS Act of 2002

Ensure that the FSP registers and monitors the fit and proper requirements of its employees.

Liaise with the FSCA on a regular basis.

Supervise Regional Managers, Regional Team Leaders and Agents

Compile high level reports for Group Executives.

SME for all FAIS related matters.

- Group FAIS Key Individual- African Bank
- Chairperson of the FAIS Steering Committee- African Bank
- Acting Head: Risk and Compliance- African Bank
- Co-Chairperson of the TCF Council- African Bank
- Acting Regional Manager- African Bank
- Chairperson of the Stores Control Forum- Woolworths Financial Services (Current)
- Chairperson of the Employee Relations Forum- Woolworths Financial Services (Current)
- Chairperson of Stores Manco Forum.
- Non-Executive Board Member of School Governing Body/Chair of the Recruitment Committee and Finance Committee- Silverton Primary (Current)
- Trained and qualified to Chair DE proceedings

AWARDS

- Directors Award- African Bank (2017)
- Best Team Player Award- African Bank (2016)
- Best Sales Branch – African Bank (2015)
- One of the Top 10 Branch Manager- Overall performance African Bank (2015)
- Regional Managers Special Award (2014)- African Bank
- Runner Up- Best Overall Performer of the Year (Case Manager)- 2012- GMSA/AEGIS
- 12 awards @ Gidani Customer Care (1 year & 7 months/2010-2011)

Member and Chairperson of various Steering committees (KI Forum, Debarment Forum, Store Control Forum, etc.).

Risk Management

Maintain a register of action plans to mitigate risk

Monitor the progress of risk mitigation activities Issues Management: Track the progress of remediation of control weaknesses identified

Register: Maintain a risk register based on the identified applicable laws and regulations, fraud schemes, FAIS and AML considerations

Risk Monitoring: Assist in the development and monitoring of key risk indicators (KRIs) that are mapped to various risks to determine elevations in risk and proactively implement risk mitigation measures.

Unpacking engagement letter of Group Risk, AML and Compliance to Divisional Managers leaders

Training Development

Input and design Product and Compliance training guides(Content /Curriculum design)

Provide virtual and face to face training on Product and Compliance

Support the team on all system related queries

Audit Requirements

Conduct all store related Audits (Service, Compliance, Covid 19, Behavior etc.)

Project Management

Created Key Risk Indicators for all upcoming projects

Lead/Manage various projects

Make use of CRMP- Compliance Risk Management Plan in aiding the business in various matters

African Bank - Group FAIS Key Individual

Feb 2018 - Dec 2019 ·

Ensure that the FSP adheres to the FAIS Act of 2002

Ensure that the FSP registers and monitors the fit and proper requirements of its employees.

Manage the FAIS Risk Management Plan for the Group.

Liaise with the FSB and other regulators on a regular basis.

Ensure that the companies Directors maintain and always declare their honesty and integrity status.

-Supervise Senior Management with the likelihood of registering them as Key Individuals.

Compile high level reports for Group Executives.

SME for all FAIS related matters.

Sit on various sub Exco committees.

African Bank – National Manager: FAIS, Market Conduct and Supervision

Jan 2016 – Dec 2019

Design of a Market Conduct Policy Framework including a Market Conduct Risk Framework.

Increased strategic focus on meeting customer needs, working with the FSB to embrace TCF and FAIS principles, and increasingly focusing on more effective communication with customers

Monitor Risk and Compliance with the guideline of the groups FAIS Risk Management Plan Framework

Providing counsel on escalated insurance process related queries emanating from all distribution channels and their relative stakeholders

Supervision of selected departmental Heads recently registered as FAIS representatives under supervision with the intent to register them as product specific Key Individuals

Monitoring the activities of Supervisors who are responsible for Representatives appointed under supervision

Development and drafting of internal policies and procedures for the African Bank Insurance Division, which includes but is not limited to standard operating procedures and process manuals.

SME for overall FAIS, Market Conduct and Compliance Matters

Managing the division with a complement of 14- 16 team members

Managing the Groups FAIS Budget

Inputs into the divisions financial budget

Managing the Insurance Customer Service Call Centre

African Bank – Branch Manager (Mpumalanga & Mamelodi/PTA)

Dec 2013– Dec 2015

Managing the achievement of all sales targets and growth, cash management, to manage customer experience, branch administration and cost management, people management and compliance management.

Secondments:

Acting Regional Manager

Other Positions:

Bridge Loans- Branch Manager- April 2013 – Nov 2013

General Motors- Case Manager- Mar 2012- Mar 2013

Old Mutual- Financial Advisor- Jan 2011- Feb 2012

Gidani Customer Care- Assistance Team Manager/ Senior CSR – Jun 2009- Jan 2011

Nedbank- Credit Assessor- Sep 2008- May 2009

Zwido Printing Services- Co-Owner- June 2008 onwards

FNB- Personal Relationship Banker- May 2005 – May 2008

SKILLS

Risk and Compliance... 24%

Banking 24%

Change Management 18%

People Management 12%

Sales Management 9%
