

# Thembelihle Pretty Matsoso

Manager: Risk and Compliance

## Profile

I'm a Certified Risk Management Practitioner who is passionate, goal focused,

result driven and detail orientated professional. I have over 10 years of extensive risk and compliance experience within the Private and Public sector, with more than 6 years at managerial level. I am an active member of the Institute of Risk Management South Africa (IRMSA) and Compliance Institute of South Africa (CISA). Managing the implementation of all aspects of the risk and compliance function, including implementation of processes, tools and systems to identify, assess, measure, monitor and report risks. Known for analytical problem-solving aptitudes in assessing problems, formulating strategic action plans and resolving complex situations. Adept at motivating, guiding and leading teams of risk professionals to successfully meet organizational goals. Equipped with articulate communication, negotiation, and interpersonal skills in building positive and long-term relationships with professionals of all organizational levels.

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## Employment History

### Senior Manager: Risk, Compliance and Business Continuity at Rand Refinery, Germiston

01 May 2020 - Current

#### PURPOSE

The purpose of this role is to manage Risk Management (RM) and Business Continuity / Resilience Management (BCM) for The Company at high level this entails the following;

- Develop, Drive and rollout The Company Risk Management Framework and Process to all departments.
- Ensure Governance of Risk is executed in accordance to best practice and legislation.
- Develop, Co-ordinate and rollout The Company Business Resilience Management Framework.
- Manage the Risk Management budget.
- Develop & Implementation of risk management strategy.
- Scan and evaluate external contextual risk trends for management consideration.
- Provide on-going country risk monitoring and analysis supporting the Responsible Gold initiative.
- Inform new customer decision making by providing country risk intelligence.
- Risk management training development and rollout to relevant structures.
- Risk System (ISOMETRIX) transformation project utilisation and training.

#### MAJOR RESPONSIBILITIES

##### INTEGRATED RISK MANAGEMENT

- Managing any changes to the company-wide Integrated Risk Management and Business Resilience Management policies, standards, guidelines and process maps.
- Effectively manage The Company's strategic and operational risk exposures by performing annual deep dive risk assessments.

## Details

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## Links

[Twitter](#)

[linkedin](#)

## Skills

Ability to adjust to new IT systems

*Experienced*

Project Management Skills

*Experienced*

Computer literacy - Use of Microsoft office and the Risk Management Systems *Experienced*

Critical thinking and problem solving *Experienced*

Excellent verbal and written communication skills with proficiency in the most advanced tools used for digital communication *Experienced*

Excellent risk assessment skills, including risk identification and measurement, mitigation strategy development, regulatory management, policy and procedure development. *Experienced*

Good interpersonal and communication skills, including ability to negotiate compromise and demonstrate diplomacy in sensitive situations and to interact effectively with senior management. *Experienced*

Ability to handle a large workforce and driving people with positive leadership and motivation to the path of success and glory *Experienced*

Adept to handle complicated and unexpected situations and resolve

- Ensure regular Risk Management training with The Company Risk Champions.
- On-going awareness/education in risk management methodology practices to ensure a dynamic risk integration strategy.
- Facilitate and conduct strategic risk assessments and ensure coverage of operational, project, compliance risks
- Compile the risk management report for the Board and all other Sub Board Committees, EXCO subcommittees packs, ensuring accuracy and deadlines are met.
- Report and present at the Board, Executive Risk Management and Audit and Risk Committees.
- Manage the Combined Assurance plan and progress.
- Provide the Sourcing and Logistics teams with effective and usable country risk intelligence.
- Drive the risk-based approach for The Company's Responsible Gold initiative.
- Support the Implementation of the Company Business Resilience strategy and plan.

#### INTEGRATED RISK MANAGEMENT

- Carry out Integrated Risk Management projects and initiatives to assess and advise on gaps within the Departments.
- Benchmark with other organisations and Chief risk Officers to ensure that The Company's Integrated Risk Management programme remains state of the art.
- Ensure that context and country risk evaluation / scan / research is carried out daily and is reported on weekly and quarterly to inform Executive Management and the Board about our emerging risk profile

#### ENSURE IMPLEMENTATION MEASUREMENT OF EFFECTIVE IRM ACROSS DEPARTMENTS

- Facilitates the process with departments whereby they determine their risk management indicators, as well as the on-going monitoring of Integrated Risk Management performance and effectiveness.
- Formulating and revisiting the risk implementation plan and tracking progress for IRM for implementation across departments.
- Work with Internal Audit to address Risk Management and Combined Assurance gaps.

#### RISK INFORMATION MANAGEMENT SYSTEM

- Project manage the Risk Management system.
- Manage the Risk Management system by implementing, high-level training and supporting other users within the company as per the required standards.
- Design and extract required risk governance reports from the system.
- Tailor the Risk Management system according to risk management and strategic requirements.
- Ensure application of RACI model for all risk owners on the relevant risk tool

conflicts that may hinder the normal workflow *Experienced*

Excellent analytical, decision making and problem-solving skills. *Experienced*

High level of professionalism, self-motivation and sense of urgency. *Expert*

Ability to prioritize and execute on multiple, simultaneous, complex priorities *Experienced*

#### Languages

English *Highly proficient*

Zulu *Native speaker*

Xhosa *Highly proficient*

Sesotho *Native speaker*

Afrikaans *Native speaker*

### Senior Manager: Risk and Compliance at Johannesburg Water, Johannesburg

15 February 2017 – 30 April 2020

Responsible for the development and implementation of the enterprise risk management process through communication, coordination, and execution related to the company's risk management framework. Activities include the following;

- Developing risk governance and risk management plans
- Articulating risk appetite and tolerance
- Linking performance and risk management

- Developing effective risk management frameworks and methodologies
- Facilitating the development of the strategic, operational and project risk register
- Coordinating management of insurable risk
- Maintaining an effective policy and process of risk management that will enhance its ability to achieve strategic objectives.
- Monitoring and responding appropriately to the organization's key risks.
- Ensuring that risk disclosures are transparent, accurate, comprehensive, timely, and material
- Benchmarking risk mitigation activities
- Develop, enhance and deliver quarterly Enterprise Risk Management reporting to the Board of Directors; Audit and Risk Committee; Executive Management Committee
- Embedding risk management into planning processes
- Assessing effectiveness of risk management through independent Risk Maturity Assessment
- Ensuring that risk management process is maintained and continually improved.
- Assessing current assurance providers
- Developing a combined assurance profile and risk governance reporting framework
- Creating a fraud risk response plan

### **Compliance Management**

- Ensure compliance with laws, rules, codes and standards by;
  - Advising on what laws and regulations are applicable
  - Recommending approaches on how to achieve compliance
  - Benchmarking the compliance responses to specific acts/regulations – nationally and globally.
  - Developing specific compliance databases to evidence compliance
  - Facilitating compliance risk assessment
  - Assuring effectiveness of compliance achieved
  - Proving gap analysis of compliance to specific laws and regulations
  - Ensuring that the Company meets the corporate governance reporting expectations of the Organization and of King III & King IV.
  - Keep abreast of trends in risk and compliance
  - Engage with the Regulators Interact with the Regulators regarding proposed legislative amendments.
  - Communicate compliance-related issues to employees across the divisions of the organization.
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### **Head: Risk and Compliance at Mazwe Financial Services, Sunninghill**

[April 2014 — January 2017](#)

Served as the organization's Risk Officer and report on deviations from risk management plans and areas that place the company at material risk, established and maintained an integrated and effective risk management framework where risks are identified, quantified and managed on a consistent basis. Initiated, drove, advised on and co-ordinated all risk management activities, established compliance requirements and monitor the adherence to these requirements. activities entailed the following'

- Investigated and deployed strategies for company's risk management
- Developing and defining the procedure to be adapted for risk assessment according to the nature of the process
- Monitoring the functioning and output of different processes to assess the

least expected, yet potentially harmful risk factors

- Creating committees and appointing members for the committees involved in investigation of fraudulent practices of the employees
  - Recruiting and instructing risk management staff for different departments
  - Provide commercial and pragmatic leadership to the risk and compliance function ensuring the function achieves its pre-agreed goals
  - Provide direct, clear professional advice and challenge to the senior management of the business in areas of risk, compliance and controls.
  - Building appropriate relationships with internal and external parties in order to aid the efficient and productive working relationship between the department and other stakeholders
  - Ensure that accepted compliance principles and policies are followed
  - Ensure that comprehensive reviews of the competence of individual team members are completed on a regular basis and that any performance concerns are addressed on a timely basis
  - Identifying, assessing and governing compliance risk
  - Establish and Maintain Relationship with external industry bodies
  - Maintain relationships between management, Board of Directors, shareholders, and stakeholders –including employees, investors, creditors, suppliers, local communities, customers and policy makers
  - Conduct meetings and defined the objectives for risk management programs
  - Conducted assessments to identify risk factors involved in new business plans
  - Provided suggestions for short term and long-term investment plans to diversify the funds of the organization.
  - Drive sound corporate governance which is based on; effective, ethical leadership; Economic, social and environmental sustainability; Good corporate citizenship.
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## **Risk Manager at African Bank, Midrand**

April 2012 — March 2014

- Develop and maintain an understanding of the various elements of the business model for the business unit as well as the key role players
- Ensuring stakeholder identify key risks associated with the various elements of the business model and evaluate the risk universe for completeness and accuracy
- Challenging, where required, the key risk controls established by business in the mitigation of identified risks
- Analyse the risk assessments performed by the various business units and provided constructive feedback
- Challenged assessments where evidence indicates rating may be affected by biasness of the individual conducting the assessment
- Enhanced new product approval/product review awareness and refined the reporting line with the Group requirements
- Reviewed the quality and completeness of the Product risk documentation before it is tabled as the Product risk committee
- Conducted post implementation reviews on new/implemented projects
- Developed key risk indicators for measuring the utilization of risk against risk appetite
- Ensured that communicate regarding risk management is disseminated into the business
- Managed team of 14 of professionals
- Developed and directed strategy for launch of new product that became

the top performing product in the business 8 months after launch

- Ensured that a regular risk forum or committee is established and maintained at an Exco level for risk evaluation
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### **Risk and Compliance Manager at ABSA, Johannesburg**

April 2010 — March 2012

- Engaged relevant stakeholders in operational risk areas
  - Developed and maintained an understanding of the various elements of the business model
  - Ensured that adequacy of key risk controls is established and implemented
  - Provided oversight on the Risk and Control Self-assessment processes
  - Ensured that Risks are identified, assessed, monitored at all critical process within the business unit
  - Conducted risk assessments on key internal and external risks which may have an impact on business and communicated the results of the assessments with recommendation to relevant stake holders
  - Ensured that all new products and initiatives have a risk assessment performed as part of the process
  - Facilitate the process of defining Risk appetite and risk tolerance levels and ensured that Key risk indicators are monitored and actively managed
  - Ensured that employees are adequately equipped with resources and training and that appropriate risk governance structures are in place
  - Provided reports to Group operational risk committee
  - Developed and managed the compliance risk management plan (CRMP) for core legislations and regulatory requirements
  - Chaired compliance forums and ensured participation in these forums are adequately informed
  - Distributed/communicated information on new regulations and new policies to employees
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### **Regional Operations Business Support Officer at ABSA, Midrand**

December 2008 — March 2010

- Ensured daily operations of the loan's centres at a regional level (16 loan centres)
- Maintained a detailed up to date training status of staff for the regional (compliance, regulatory and job-related training)
- Acted as driving force for the implementation of Information Security management
- Developed information security awareness plans and objectives tailored in the region.
- Developed and implement regional scorecards for risk and Compliance
- Advice business on all legislative and supervisory related issues through awareness and workshops
- Monitored compliance with legislation, internal policies, practices and procedures which are applicable to Personal loans
- Point of entry for all Management Assurance, Audit and Compliance

related matters

- Drove closure of all audit/compliance related findings
  - Ensured proper roll-out of new branches within scheduled time (Project Management)
  - Managed and monitored budget for Loan centre outlets
  - Ensured that operations and programs are consistent with established objectives and that goals being carried out as planned
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## Education

### **Bcomm in Risk Management, University of South Africa, Pretoria**

January 2012 — June 2016

#### **Major subjects**

- Enterprise Risk Management
- Financial Management
- Business Management
- South African Financial System
- Investments: Derivatives
- Risk Financing and Insurance
- Strategic Planning and Implementation

### **Occupational Certification: Organisational Risk Practitioner (NQF 7), Khulisane Academy, Sandton**

June 2016 — June 2017

#### **Major Subjects**

- Introduction to Risk Management.
- Risk Management Framework: Strategy and Policy.
- Risk Management Framework: Processes.
- Risk Management Enablers.
- Risk Management Partnership

### **Diploma in Financial Management, Port Elizabeth College, Port Elizabeth**

January 2001 — December 2004

#### **Major Subjects**

- Management Communications
- Financial Accounting
- Computerized Financial Systems
- Entrepreneurship & Business Management
- Cost and Management accounting

## **Matric, Morning Side High, Port Elizabeth**

[January 2000 — December 2000](#)

### **Subjects**

- English 1st Language
- Afrikaans 2nd Language
- Mathematics (SG)
- Physical Science (SG)
- Biology (HG)
- Geography (HG)

## **Certificate - Municipal Finance Management Programme for Executives, WITS, Parktown**

[June 2018 — November 2019](#)

### **Subjects**

- Municipal Strategic Planning and Implementation and Performance Management
- Corporate Governance and Stakeholder relations
- Municipal Budgeting, Implementation and Supply Chain Management
- Management of Municipal Assets and Liabilities
- Managing Risk in a Municipal Context
- Project Management and IT
- Municipal Financial Reporting
- Municipal Legislative Environment and Policy

## **Certificate - Senior Leadership Development Programme, University of Cape Town**

[April 2019 — November 2019](#)

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## **References**

### **Nomonde Bam – Rand Refinery**

0823964296

### **Namhla Dabula from Mazwe Financial Services**

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### **Sachin Maharaj from Vodacom**

0828800075

### **Siqhamo Mashologu from Mazwe Financial Services**

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