



JOB DESCRIPTION

Job Title:	Business Process Architect	Reports to:	Lead Business Process Architect
Unit:	Business Process Automation and Transformation	Department:	Business Process Management and Transformation
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
Business Process Architect role is to raise the level of efficiency and effectiveness of the implemented process initiatives; to offer specialized services and support in process management and automation

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financials	10	<ul style="list-style-type: none"> ▪ Designs and collaborates (with Finance) to track metrics and key performance indicators for each process improvement project.
Internal business processes	60	<ul style="list-style-type: none"> ▪ Analyse process improvement projects and initiatives ▪ Analyse and develops solutions that facilitate continuous productivity, capacity, and quality improvement across all dimensions. ▪ Conducts proactive and consistent research to identify process improvement opportunities including areas of focus, scoping of the project, prioritization, key deliverables, and successful outcomes. ▪ Creating business architecture models demonstrating how products, operations and systems interoperate within the organization ▪ Conduct analysis to determine best path for solving business problems/opportunities that may include process improvement, systems enhancement, user training, and/or software procurement.

		<ul style="list-style-type: none"> ▪ Ensure solutions developed across organization are aligned to Bank's architecture standards and principles, leverage common solutions and services, and meet financial targets (cost and benefits). ▪ Provide overall direction, guidance and definition of business architecture to effectively support business strategy. ▪ Apply and utilize business modelling methods to ensure results oriented deliverables in a way that can be reconstructed and used as a corporate knowledge resource available to project level initiatives as and decision making. ▪ Act as a subject matter expert in the development of business architecture framework development, tool suite selection and design and methodology development. ▪ Partner with IT architecture team in developing an IT framework that aligns with the business plan ▪ Function as a liaison to Business and IT partners in order to gain a broad understanding of industry trends and innovations, and their impact on technology ▪ Lead the effort to work with business leaders to identify business capability needs and prioritization ▪ Lead the effort to identify and document capability and initiative needs and strategic prioritization into business architecture deliverables (roadmaps etc.). ▪ Provide architectural oversight of projects; ensure requirements are in alignment with business strategies and business architecture roadmap/framework.
Customer	20	<ul style="list-style-type: none"> ▪ Manages relationships with business partners and sponsors to help them understand business cases and to foster a culture of continuous improvement across the Bank. ▪ Build and maintain positive working relationships with all levels of staff, External Vendors and serve as resource for BPM related issue resolution ▪ Drive customer experience metrics that reduce the effort to receive service from the Bank due to process hurdles
Learning and growth	10	<ul style="list-style-type: none"> ▪ Be self-driven and directed. Build own skills in problem solving and effective presentations, communication and writing skills ▪ Train, guide and provide leadership, direction to the business teams

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	0
Indirect Reports	0

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

<p>Internal</p> <ul style="list-style-type: none"> ▪ Business Teams ▪ EPM Team ▪ Tech and Operational Teams 	<p>External</p> <ul style="list-style-type: none"> ▪ Vendors
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Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.

Operational decisions:

- Process Changes.
- Cost management.

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)

6-12 months

Ideal Job Specifications

Academic:

- Bachelor's degree from a recognized accredited university plus at least 4 years' experience in process management and improvement

Professional:

- Lean Six Sigma Black Belt trained or certified

Desired work experience:

- Experience in banking, retail or supply chain operations
- Experience in business process methodology or project management
- Experience in designing high performing business processes that are cross-functional and support enterprise-wide capabilities

NCBA Bank Core Value Behaviours (Performance Drivers)	
Driven:	Describes a person who is decisive, passionate and bold
Knowledgeable:	Describes a person who is always honest, transparent and inclusive
Trusted:	Describes a person who values teamwork, integrity and accountability
Responsive:	Describes a person who embraces speed, simplicity and innovation, while focusing on our customers

Ideal Job competencies

Technical Competencies	
Knowledge of Banking and Business Operations	Well round knowledge of ALL the Bank's operations and processes and excellent knowledge of Bank policies and procedures
Problem-solving Skills	Well-versed in developing architectural structures that help to identify and resolve business problems
Communication Skills	Effective communicators who are able to relate structural solutions orally, graphically and in writing

Behavioural Competencies	
Results and Achievement oriented	strives to achieve results, enjoys measuring others, being measured, and being judged on performance standards
Personal Ethics	Must be honest, fair, just but firm with her/himself, and of high integrity
Teamwork Spirit	Work efficiently with various management personnel

Behavioural Competencies	
Human Resource Management Skills	Leadership Skills, Team Building and ability to train, develop and mentor staff
Communication	Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance
Accountability	Accepts responsibility for own actions, decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.