

Job Title:	Senior Manager, BCM and ICT Risk	Reports to:	Head, ICT Risk
Unit:	Enterprise Risk Department	Department:	Group Risk & Controls
Grade:	Band 6- Senior Manager	Date:	January 2023
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The purpose of this role is to create and sustain a cohesive culture and approach to Business Continuity Management and ICT Risks that gives assurance on the Bank's ability to adapt, recover or mitigate the impact of significant risks on its business, customers, employees, shareholders and other stakeholders.

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting (to add up to 100%)	Output
Internal business processes	75%	<ul style="list-style-type: none"> Undertake risk assessments, analyse the effectiveness of technical and procedural control activities, and provide actionable recommendations to management. Assess the Bank's BCM capabilities, operations and supporting technology controls to identify risks and recommend pragmatic risk mitigation measures. Identify and assess business disruption risks and their impacts associated with current business practices and strategic plans. Develop and manage the Business Continuity risk management program and tools in accordance with best practice standards and regulatory requirements. Identify critical points of failure in the Bank's ICT disaster recovery plans and recommend risk mitigation measures based on best practice standards. Annual and periodical review of Business Continuity Plans (BCP) and Business Impact Assessments (BIA) and recommend improvements. In liaison with the in-country Heads of Risk, review and report on the residual BCM and ICT risks.

		<ul style="list-style-type: none"> Review and improve the training and awareness programs for Business Continuity. Provide guidance on an advisory basis to business teams in fulfilling their BCM and Disaster Recovery activities. Review, report and follow-up on closure of any noted gaps during business continuity tests, BCM and ICT risk assessments. Periodical review of group BCM policy, standards and guidelines.
Customer	15	<ul style="list-style-type: none"> Drive customer satisfaction through timely assurance of business continuity plans that have been put in place to support business SLA's. Providing prompt feedback on internal customer queries on BCM and ICT.
Learning and growth	10	<ul style="list-style-type: none"> Responsible for delivering the performance objectives set and managing his/her own learning and development to build capacity and avail him/herself for coaching and training opportunities.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	Close working relationship with Risk champions across the Bank.

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal <ul style="list-style-type: none"> Business Units Technology & Operations Subsidiary Risk units Enterprise Projects team Internal Audit 	External <ul style="list-style-type: none"> Vendors External Auditors

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
<ul style="list-style-type: none"> Methodology and procedures for BCM and ICT Risk Assessment Reporting of BCM and ICT risks to management Follow up with management to close BCM and ICT control gaps identified

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

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

Long term planning - Six to nine months

Short term planning – One week to three months

Ideal Job Specifications

- University Degree in a relevant field – Upper second or GPA 3.0.
- CBCI from the Business Continuity Management Institute.
- Relevant certifications in Information Security and Risk Management knowledge areas such as CRISC, CISM, CISSP or equivalent.
- At least 5 – 7 years' experience in a similar role with exposure to Banking operations, Technology or Assurance functions.
- Practical Knowledge of CBK guidelines on BCM and ICT Risk Management.
- Practical Knowledge of risk and control frameworks and their application within the Financial Services industry.

NCBA Values

- Driven - We are **passionate**, make **bold decisions** and **learn** from our failures. We seek **new challenges** and appreciate **different views** constantly raising the bar. We explore our **full potential**.
- Open - Our interactions are **candid, honest** and **transparent**. We **listen** to each other and our clients. We are **inclusive** and always **respect** each other.
- Responsive – We put our **customer’s interests** at the heart of all that we do. We are **proactive, act quickly** and **resolutely** to deliver results. We keep it **simple** and seek new ways to **improve**.
- Trusted - As a **trusted partner** we do what is morally right always. We keep our **word**. We are accountable and **believe** in each other.

Ideal Job competencies

Technical Competencies

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| | <ul style="list-style-type: none"> • Performance Management to optimize own productivity. • Technical skills to effectively perform and/or guide performance of Business Continuity management activities/tasks in a manner that consistently achieves high quality standards or benchmarks. • Ability to undertake information security assessment and testing to reveal flaws in the security mechanisms of information systems including specific elements of |
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	<p>confidentiality, integrity, authentication, availability, authorization and non-repudiation.</p> <ul style="list-style-type: none"> • Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance. • Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks. • Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.
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Behavioural Competencies	
	<ul style="list-style-type: none"> • Performance Management to optimize own productivity. • Technical skills to effectively perform and/or guide performance of Business Continuity management activities/tasks in a manner that consistently achieves high quality standards or benchmarks. • Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance. • Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks. • Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.