Job Title:	Credit Risk Analyst - Merchant & Ecosystems specialist	Reports to:	Manager, Risk Advisory Services - FRM
Unit:	Loop DFS Limited (LDFS)	Department:	Financial Risk Management
Grade:	Band 4	Date:	June 2024
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The primary purpose of this role is evaluation and structuring of financial risk processes for Merchant & Ecosystem products including ensuring quality appraisals of credit applications across the LDFS Group through performing research and due diligence activities in partnership with LDFS line of business (LOB) executives, data science unit and partners.

This includes reviewing and screening potential market, partnership and product structures and strategic collaboration opportunities in partnership with and on behalf of LOB Sponsors.

The role holder is responsible for driving quality lending margins by evaluating financial and credit risk proposals and making recommendations that influence business decisions that align with the LDFS Business Model, Risk Appetite and Business objectives, and will be responsible for making decisions on SME and Ecosystems lending proposals as per delegated authority, and in line with the Credit Risk Management policy and the SME Product Guideline.

Subject Matter Expert in credit risk underwriting process design and assessment techniques in a highly digital and data driven environment, market research and financial risk management and will assist Senior Manager to guide other LDFS Units in their roles and responsibilities in a manner that optimizes risk margins.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting	Output
Financial	10%	✓ Proactive management of Cost of Risk by ensuring that they are maintained at the prescribed and budgeted level (Quality of portfolio - Maintain PAR/ NPL & impairment charge within set metrics) through prudent lending practices and monitoring of Early Warning Signs ✓ Minimize the risk of loss/ bad debts through prudent lending practices and monitoring of Early Warning Signs on financial and credit risk portfolios ✓ Improvement in business returns through minimization of revenue leakage, maximizing revenue from existing/new customers and partners and share of wallet thereon or identification of additional revenue opportunities through deal structuring and due diligence; and offering appropriate products, customer experiences, operations, collections and recoveries and rehabilitation journeys. ✓ Obtain and review appropriate and timely MIS on exceptions and loans in arrears for purposes of pro-actively managing exposures with minimal loss to the business. This will include periodical reviews with Business Leads for purposes of reviewing controls or facilitating exit of risk as appropriate. ✓ Establish and review risk tolerance thresholds based on LDFS strategy and Risk Appetite, manage and escalate exceptions to guard the bank against unacceptable credit losses arising from breach of KRIs ✓ Monitoring covenant compliance and account performance to ensure risk stays within agreed thresholds. ✓ Management of unit costs to ensure that these are maintained within set budgets/targets

		✓ Identify, cross-sell, and exploit available opportunities that will translate to increased business and revenue growth.
Internal business processes	50%	**Risk Advisory and Underwriting** ✓ Conduct quality appraisals using a range of criteria including and not limited to the applicants business and financial records, credit history, bank records, tax returns and other credit-related data, stress-tested in the context of the operating (political, economic, social, technological / digital, legal / regulatory and environmental) landscape to ascertain the risk involved in extending credit and the ability of the applicant to repay, and make recommendations on the nature, structure and terms of the loan or line of credit that will protect Loop DFS's ability to recoup funds loaned at a profit based on the applicants credit score and credit worthiness. ✓ Conduct due diligence on strategic markets, partnerships, companies, industries, merchants and consumers by collecting, researching and interpreting financial statements and market data such as company financial statements, price developments, currency adjustments, macro developments and yield fluctuations ✓ Design, develop and implement bespoke financial risk processes including financial models for decision support. ✓ Design, automate and champion implementation of customized risk processes, customer journeys and terms of engagement for partnerships, consumer and merchant customers. ✓ Keep up to date with market developments, new investment products and all other areas that can affect the markets, e.g. movements in the economies of relevant countries ✓ Research and consider how the economic implications of factors such as natural disasters, weather and wars might affect the performance of the financial portfolios. Proper Environmental and Social Monitoring (E&S) & reporting. ✓ Obtain required input from LOB Sponsors on key issues; facilitating approvals and deal closure ✓ Draft and write advisory reports for LOB Executives and other relevant stakeholders; this might include summaries of research, investment ideas, key risks or events as well as key drivers and projections ✓ Make recommendations to LOB Executives, being able to position ideas and articulate to the Executives about the risk or payoff for each recommendation ✓ Ensure that all regulatory and compliance requirements are met. ✓ SLA adherence by all stakeholders and adherence to agreed turnaround times **Quality Management:** ✓ Robust Covenant Monitoring to ensure that all approved covenants are captured and tracked constantly ✓ Regular review of business to determine applicability and suitability within the ever changing Digital Business Lending environment ✓ Enhance a digital first Financial & credit risk workflow process by championing continuous improvements ✓ Use of qualitative and quantitative analytics to assess risk and identify opportunities that will influence policy and process formulation. ✓ Interact directly and maintain good rapport with Business teams and customers teams to deeply understand their business models while protecting LDFS' interests and following compliance protocols ✓ Recognize and escalate decisions to the Senior Manager when required as per underwriting policy ✓ Perform financial forecasting, variance analysis, reporting, and operational metrics tracking, and make recommendations ✓ Guide the cost analysis process by establishing and enforcing policies and procedures ✓ Regular stakeholder training and capacity development

		✓ Satisfactory Audit/Risk and compliance rating on data driven models and underwriting processes

Customer	30%	• Work in close collaboration with the Business Teams to achieve the following for assigned portfolios:
		   o Support New Business initiatives & proposals for incorporation into product programs
		   o Engage Business partners in regular asset quality reviews with provision of analytics insights to identify risks/ opportunities and recommend relevant actions
		   o Support review of credit policies, scorecards and program risk acceptance criteria regularly, with analytical insights of portfolio trends & performance
		• Monitor key portfolio performance trends to ensure strong portfolio credit quality with a good balance of risk and reward to optimize Business opportunities and in line with business strategy and risk appetite.
		• Support scorecard monitoring and analysis; involve in the scorecard development, back testing as well as validation of the score cut-off.
		• Participate in digital initiatives and drive continuous improvements in analytics capabilities using both traditional and non-traditional data as well as enhancements in the use of risk analytics tools.

Learning and growth	10%	Staff growth through coaching and training - clearly identified training needs, leave and succession planning. Self-development and training - Participation in learning opportunities both on-the job and classroom trainings available through the learning academy.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	N/A
Indirect Reports	✓ Business development squad teams led by Risk Team

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

Internal
  ✓ Business Executives and Sponsors: Merchant & Ecosystems
  ✓ Customer Experience, Data Science, Product, Delivery Management, Finance and IT
  ✓ Subsidiaries and Strategic Partners
  ✓ Bank Group Audit, Enterprise Risk and Credit Risk Management and Finance
  ✓ Operations Team
	External
	  ✓ Strategic Partners
	  ✓ Consumers and Merchants
	  ✓ Regulators
	  ✓ Service Providers (Debt Collection Agencies, ICAs CRBs etc)
	  ✓ External Auditors
	  ✓ Scheme Guarantors
	  ✓ insurance service providers

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.*
o Structure customized Loans facility proposals, portfolio management processes and recommendations for Business and customers based on due diligence and SWOT appraisals, quality of customer profiles, related application and behavioral scorecard outputs, and debt collateral and financial strength. o Design and implement customized digital first financial risk processes for B2B and B2C Merchant and Ecosystem deals, processes and MIS reports for assigned customer segments/products including Prioritization, Segmentation and Communication workflows o Define and guide the collections and recoveries teams on best collection strategies based on data analysis and trends

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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.*
o Recommend and support new/existing product and process changes, and enhancements for optimal assessment, underwriting and credit risk margins
o Approval of facility amendment requests under personal delegated mandates or via higher approval authority.
o Risk Classification –ensure compliance with Credit Policy and Regulatory Prudential guidelines including stress testing. Review and recommend decision on exceptions
o Monitor and make recommendations on market specific debt collection trends
o Set thresholds for stress testing and monitoring and mitigating against operational and fraud risks

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)

Long Term Planning:	**>1 year**
o Support the design and implementation of digital first Credit Assessment and Evaluation processes for Merchants and Ecosystem partnerships.	
o Definition, design and implementation of automated covenant tracking solutions for both B2B & B2C markets	
o Design and implement evaluation, underwriting and monitoring models for assigned portfolios	
Short Term Planning:	**6-12 months**
o Assessment, underwriting and structuring customized recommendations for allocated portfolios	
o Monitoring of portfolio performance and MIS reporting (Management/Regulatory) based on pre-defined guidelines and thresholds	
o Quality Assurance Management through regular review and enhancement of processes, data quality, exceptions management and covenant processing	
o Development and management of partner engagement procedures and workflows for assigned portfolios	
o Cascade collections and recovery strategy recommendations to the Collections Team based on outcome of data analysis	

Ideal Job Specifications

Academic:

- o University degree preferably in a Business-Related field (Commerce, Business Administration, Economics, Mathematics & Statistics and Finance).
- o Proficiency and Practical experience in credit underwriting, financial modelling, data analytics and use of relevant MIS, BI & MS Office applications. Knowledge in statistical computer languages e.g. SQL, R, Python is an added advantage.
- o Professional Qualifications such as ACCA, CPA, CIFA, AKIB etc will be an added advantage.
- o Strong IT skills and experience with office automation tools

Professional:

- o At least 5 years' work experience in credit risk management environment, 3 of which should be in corporate/business banking credit analysis or credit portfolio management.
- o Strong financial modelling, analytical and problem-solving skills with an emphasis on data and risk management.
- o Excellent written and verbal communication skills for coordinating across teams.
- o A drive to learn and master new technologies and techniques.
- o Project Management and Supervisory skills
- o Interpersonal skills to effectively communicate with and manage expectations of internal customers and other stakeholders who impact performance.
- o Decisive and solution focused. Possess strong analytical skills with the ability to collect, organize and analyze significant amount of information with attention to detail and accuracy.
- o Demonstrated ability to synergize, prioritize and drive results with a sense of urgency
- o Self-motivated with a strong inquisitive mindset and quest for learning

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Ideal Job Specifications
o   Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-obsessed oriented culture. Desired work experience: o   5 years banking experience with at least 3 years covering credit appraisals, credit portfolio management, risk management and business analysis/informatics. o   Experience working with credit scoring models/ credit decision engines is desired o   Experience working in a highly automated environment.

Ideal Job competencies

Technical Competencies	
Banking/ Fintech experience	Broad based working /operational knowledge of banking and credit underwriting (breadth and depth). Certification in multiple areas of credit risk management and/or banking support services. Reference point and mentor for colleagues, partners, for areas of expertise – Subject matter expert in business/corporate credit risk underwriting in a highly automated environment.
Risk Assessment and Identification	Skilled at qualitative internal and external stakeholder interviewing and engagement. Excellent at deriving key insights and patterns from stakeholder interviews and using that input to identify gaps and clarify problem statements. Skilled at risk identification, mapping, to break gaps down into quantifiable KRIs. Excellent at collaborating with Customer, Product, Tech and Process flow Design to bring potential risk management solutions to life. Candid knowledge of the financial sector and risk management guidelines as well as current banking and fintech operations practice.
Risk Management Design	Excellent at breaking issues down into risk points within product and process flow design. Deep familiarity with Loop DFS digital products and the relevant business processes Excellent use case and requirements development skills. Able to elevate performance of the Group through excellent ORM outputs.
Business Skills	Must be able to read and analyse financial documents including tax returns, bank statements, financial statements, and credit reports Ability to understand the financial condition of individuals and businesses based on reporting details and basic understanding of how consumers and businesses operate financially across different industries Apply business and economics knowledge to evaluate, manage, and advise management on financial risks Able to manage internal partnerships and external partners to optimize cost of risk
Communication Skills	Capable of representing Loop DFS Risk Management internally and externally at stakeholder meetings. Solid presentation skills at all levels of the company. Appropriately influences & persuade others to a course of action.
People Management Skills	Aligns team with larger NCBA Group Risk Management and Loop DFS vision and goals. Able to translate and align strategy in a meaningful way for team, building a shared understanding of team goals and targets. Uses situational leadership techniques to provide appropriate level of guidance and latitude to team members. Adept at caring personally for team members and providing candid real-time feedback.

Behavioural Competencies	
Emotional Intelligence	Knows own strengths and limits; aware of own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check.
Social and Cross-cultural Awareness	Interacts with people (colleagues, customers, stakeholders and the public at large) in different social and cultural environments, showing respect and positive regard for them in an ethical and appropriate that are consistently with the values of the organization.

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Behavioural Competencies	
Agile	Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities. Highly effective in adapting to differing environments. Inculcates a digital mind-set in the organization, institutionalising cross-functional collaboration, flattening hierarchies, devolving decision making to smaller teams, and building environments that creatively partnering with external companies to extend necessary capabilities to encourage the generation of new ideas and developing more iterative and rapid ways of doing things. Implements incentives and metrics to support such agility.
Self-Development	Have a strategic approach to personal and professional development actively seeking feedback from others to which they will respond by establishing self-development goals. Seek to experience a range of relevant career opportunities in the context of a long-term plan enabling them to deliver the truly outstanding contribution required.
Leadership	Enjoys being measured, and judged by financial and other performance targets. Optimal balance between risk management and business driven mindset in alignment with Business and Risk objectives. Perseverance, solution oriented and proactive style to drive cross-functional initiatives forward. Delivers results and has significant impact on an organization through the teams managed. At a basic level, are proactive, never reactive, and don't need to be told what to do. At the highest, will recognise and bring into the organisation significant opportunities where technical solutions and risk optimization opportunities meet to create strategic advantage. Is not afraid to speak their mind and is always prepared to raise difficult issues with others in the face of actual or expected opposition from colleagues. Be personally robust and self-confident in pursuit of their objectives for the customer segment and the organisation. Maintain a positive "can-do" attitude to achieve what they know needs to get done. Be Passionate, Self-Driven, Curious, Go getter and Solution oriented Capable of developing a sound understanding of the motives, needs and concerns of others and develop a deep understanding of their complex stakeholder network. Can anticipate the motives and expectations of others effectively. Team members feel included, valued, and trusted, such that they work impactfully with each other and with other teams. Has the emotional intelligence to understand and manage own and other's emotions.