

NCBA INSURANCE COMPANY LIMITED

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| Job Title: | Head of Operations and Information Technology | Reports to: | CEO |
| Unit: | | Department: | Operations & IT |
| Grade: | Grade 22 / Band 8 | Date: | |
| Job holder: | | Supervisor: | |
| Signature: | | Signature: | |

Job Purpose Statement

The position holder is responsible for the overall planning, directing, and managing of all the aspects of Operations, Technology, Customer Experience, Procurement & Vendor Management, Facilities Management, Security and Investigations.

Key Accountabilities (Duties and Responsibilities)

| Perspective | % Weighting (to add up to 100%) | Output |
|---------------------------|---------------------------------|---|
| Financial | 30% | <ul style="list-style-type: none"> Coordinate and deliver the annual department budget that maximizes revenue and minimizes cost. Accountable for appropriate expenditure and effective cost management for the department. Develop and lead the implementation of the Insurance Operations and Information Technology strategy in line with the overall NCBA Insurance Strategy |
| Technology and Operations | 40% | <ul style="list-style-type: none"> Oversee Technology, Operations, Customer Experience, Facilities Procurement and Vendor Management. Oversight – in collaboration with NCBA Group of Security and Investigations within NCBA Insurance. Ensure security of the company's assets, staff and customers within the premises. Work closely with key business functions to agree Service Levels, report on service delivery and manage service requests effectively and in accordance with strategy, standards and standard processes. Responsible for delivery of reliable services to the business in a stable, secure and controlled environment in accordance with agreed Service Level Agreements and within agreed costs. Manage and oversee key business relationships with key suppliers to ensure that services/products procured meet the quality and brand standard in a cost-effective manner. Deliver year on year service improvements and cost reduction. Responsible for formulation, implementation of the overall Business continuity of NCBA Insurance. Accountable for setting up, testing and maintenance of the company's Disaster Recovery and Business continuity plans for continuous customer service. |

| Key Accountabilities (Duties and Responsibilities) | | |
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| Internal Business Processes | 15% | <ul style="list-style-type: none"> Define, implement and maintain appropriate operations and IT frameworks standards and principles across the business to maximize synergy, sharing of best practice and commercial benefit Provide leadership in the design of all the Company's processes and procedures to ensure that there is an effective process management framework that focuses on the customer and addresses the risks that are inherent in the business. Manage all front office underwriting and operations functions for both internal and external customers; to ensure adherence to NCBA insurance Company policies. Provide technical inputs for all SLA's with underwriters and ensure clear expectations, ensuring accountability and optimizing the end user experience. Ensure process improvement through the development and review of new/current processes, procedures and deployment of innovative technology that improves the efficiency of Insurance operations and/or the company. Ensure compliance with company policies, procedures, regulatory requirements and risk management for CPS and IT. |
| Learning and growth | 15% | <ul style="list-style-type: none"> Provide overall supervision, mentorship, performance management and development of staff in the IT and Customer Processing Service departments. Ensure achievement of learning/training for self through E-learning, Internal and External training activities and also attend targeted continuous professional development course. Ensure that all department staff are managed according to the HR processes and are trained to meet their specific job purpose. |

Job Dimensions

| Reporting Relationships: jobs that report to this position directly and indirectly | |
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| Direct Reports | Manager - Information Technology Manager – Customer Processing Service Business Services Administrator |
| Indirect Reports | All other roles related to the structure |

| Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role. | |
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| Internal <ul style="list-style-type: none"> CEO and other Heads of Department: to ensure that the managed functions are resourced with the appropriate skills, have the processing environments in place to support the business requirements and are providing effective and efficient services. All other staff | External <ul style="list-style-type: none"> Service providers – at Service Management and Account Management levels. External Auditors – for compliance with audit requirements. User Groups and vendors - for awareness of current trends in the managed functions. |

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.

- Strategic
 - Delivery of departmental budget and strategy aligned to the overall Bank Strategy.
- Managerial
 - Oversight of departmental cost budgets.
 - Guidance, control, career development and discipline of staff.
- Operational
 - Delivery of managed function services to all business and support teams in the organization.
 - Accountability for compliance to banking regulatory framework.

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)

- Short-Term Planning – 6 to 12 months
- Long-Term Planning – 1 to 5 years

Ideal Job Specifications

Academic qualifications:

- A minimum Bachelor's degree in Technology, Business, Operations or related field.
- A Master's Degree in Technology related field or Business Administration will be an added advantage

Professional training:

- Professional qualifications like Actuarial, ACII, CFA, CPA, ACCA or ACA.
- Affinity for digital tools - Power BI and/or Advanced Excel or similar skills are beneficial.

Desired work experience:

- Minimum fifteen (15) years working experience, with at least five years at Senior Management level.
- Proven experience in managing customers service departments, contact centers and IT Operations.
- A track record of developing business models and translating business strategies into operational plans in the financial services sector.
- Experience in project management.

Ideal Job competencies

Technical Competencies

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| Insurance / Financial Institutions Knowledge | <ul style="list-style-type: none"> • Proficient with in- depth knowledge and experience in Insurance with working knowledge of Information Technology and Project Management. • Ability to adapt to and work in different functions. • Contributes to policy development for the insurance industry within country / region. • Knowledge of Security, Investigations and Fraud Risk Management • Excellent Knowledge of General Insurance Operations & Procedures and a good understanding of best practices in an Operations environment. |
| Product Knowledge | <ul style="list-style-type: none"> • Broad based working knowledge of all products offered by General Insurance Companies (breadth and depth). • Broad working knowledge of commonly used Insurance systems. |
| Business Acumen | <ul style="list-style-type: none"> • Understands the organization's business models and the emerging business models in the industry. • Proactively assesses business digital integration opportunities looking for breakthrough opportunities that will dramatically improve efficiency and customer experience and at the same time build revenues and maximize profitability. |

| Behavioral Competencies | |
|-------------------------|---|
| Leadership | <ul style="list-style-type: none"> • Delivers results and has significant impact on an organization through the teams managed. • 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 others emotions. |
| Networking Skills | <ul style="list-style-type: none"> • Continuously builds and strengthens networks at all levels of the organization. |
| Negotiation Skills | <ul style="list-style-type: none"> • The ability to gain agreement and attain a middle ground solution when discussing with others. |
| Decisive & Initiator | <ul style="list-style-type: none"> • Takes responsibility for actions, projects and people. Able to take initiative and work under own direction. Initiates and generates activity and introduces changes into work processes and is able to makes quick, clear decisions which may include tough choices or considered risks. |
| Quality Orientation | <ul style="list-style-type: none"> • Shows awareness of goals and quality standards. Follows through to ensure that quality and productivity standards are met. |

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