

Job Title:	Manager, IT Retail Banking	Reports to:	Head, IT Retail Banking
Unit:	Business IT	Division:	Technology and Operations
Grade:	Band 5	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
<ul style="list-style-type: none"> The role supports IT Retail Banking strategic programmes and ensures execution is done as per Group standards and aligned to the strategic vision. The role holder works closely with Head IT Retail Banking, Enterprise Projects Management team and the Retail Business teams to fulfil their requirements related to strategic projects and initiatives that leverage on technology. The role is responsible for effective follow up and maintain the book of works with respect to IT Retail Initiatives and establish a working framework to ensure these initiatives are fulfilled and value derived.

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial	10%	<ul style="list-style-type: none"> Keep track of Changes Logged with respect to Retail Initiatives and ensure they are within budget.
Retail Banking IT initiatives execution.	65%	<ul style="list-style-type: none"> Partner with departments to become recognised as a trusted advisor, developing a deep understanding of each department's business and technology requirements. Participate in the definition of product requirements using input from various sources including external sources such as market trends, technology innovations, industry standards, bold intelligence, and customer research, as well as internal sources such as analytics, marketing, operations, and customer feedback. Manage feature prioritization & trade-off decision making in collaboration with other Technical Product Managers, business & engineering teams and ensure alignment of business goals with the incremental delivery of solutions. Manage Retail IT initiatives and CRs to ensure completion and hand off to Tech Operations

		<ul style="list-style-type: none"> ▪ Provide guidance on risks associated with successful go-live to Retail IT strategic projects. ▪ Work closely with internal teams, stakeholders across NCBA group and its subsidiaries to ensure smooth execution of Retail IT initiatives that touch the subsidiaries ▪ Use skill acquired to provide better ways of managing initiatives
Internal business processes	20%	<ul style="list-style-type: none"> ▪ 100% adherence to policies, procedures and statutory guidelines. ▪ Audit, Compliance and Risk Rating = Satisfactory. ▪ Audit issues closed within the quarter of identification, or within the agreed time frames, whichever is shorter. ▪ Nil repeat findings. • Policy and procedure knowledge –rating of Reading 100%; Test 90%. These are the minimum scores required to confirm (1) All assigned policies are 'Read'; (2) Assigned policy or procedures tests are undertaken and the lowest acceptable score is 90%.
Learning and growth	5%	<ul style="list-style-type: none"> • Undertake the necessary and mandated courses and learning hours • Keep upto date with current trends in digital landscape

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	<ul style="list-style-type: none"> • None

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to succeed in this role.	
Internal IT Unit Heads All departments	External Partners such as MNOs, Fintechs, Strategic Business Partners

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"> • Appropriateness of the IT strategic projects team structure. • Shared revenue targets with supported businesses areas • Draft regular reports on departmental performance and presenting recommended models and departmental strategies for approval • Approval of expenditure within discretionary powers as delegated. 	

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)

- 1-to-3-year planning horizon
- Contribution to the development of the IT strategy project roadmap
- Continuous research and testing to assure effectiveness of IT system project tools
- Resource, organize and direct the team to assure high productivity
- Performance management to influence the team to exceed target performance metrics
- Promote knowledge and awareness to all relevant stakeholders

Ideal Job Specifications

Academic:

- Bachelors' degree in Computer Science or any other related technology field

Professional:

- IT and Projects certification from recognized institutions

Desired work experience:

- At least 10 years' working experience in IT, 3 of which are in management more so playing an active role in project success
- Have a proven and successful track record of solving business problems, by collaborating, vendor engagements and team cohesiveness with clear outcomes.

Skills:

- Strong leadership skills
- Excellent analytical, problem-solving, and reporting skills
- Excellent communication skills and high level of interpersonal skills

NCBA Bank Core Value Behaviours (Performance Drivers)

- **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

	<ul style="list-style-type: none"> • Has experience building trusted relationships across different business functions, including with senior leadership, in order to positively influence outcomes and facilitate change across all levels of the organization. • Has experience of working with customer-facing technical solutions to deliver improved business outcomes • Has a successful track record for delivering technology-enabled projects and initiatives, including “hands-on” management of delivery work • Has portfolio management experience and is able to think strategically and align initiatives with business strategy • Has a strong technology background with sufficient knowledge and experience in identifying technology solutions for the business. • Also, have the knowledge to identify when a technology fix may not be the best option.
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Behavioural Competencies

	<ul style="list-style-type: none"> • Interpersonal skills to effectively communicate with and manage expectations of all team members and other stakeholders who impact performance. • Communication Skills: As a departmental leader he must be able to convey important messages and information down the line in order to ensure proper exception of duties by junior personnel. He/she should be able to draft various reports and presentations that will be used by senior management and executives for decision making and strategy development. • Demonstrable integrity and ethical practices
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