

NCBA Bank

Job Title:	Senior Business Analyst	Reports to:	Portfolio Manager – Corporate and Channels
Unit:	Corporate and Channels	Department:	Enterprise Projects
Grade:	Band 6	Date:	September 2024
Job holder:	Vacant	Supervisor:	Irene Kamau
Signature:		Signature:	

Job Purpose Statement
<p>To drive the process improvement initiatives within the bank so as to ensure that optimum value is achieved and that it is in line with the bank’s strategic objectives. This includes the research, analysis, understanding and documentation of the business requirements for change initiatives whilst ensuring that all product development and process improvement initiatives are successfully implemented from a process perspective.</p> <p>This role shall have specific focus on the following business application areas; Cash Management and E-channels, Global Markets, Investment Banking and Brokerage</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial	10%	<ul style="list-style-type: none"> Value creation through launching new products and services, systems enhancements, process and product reviews with owners to evaluate efficiency and effectiveness of products or process and recommendation on way forward. Ensure that all process improvement initiatives are being tracked and reported on a regular basis.
Internal business processes	50%	<ul style="list-style-type: none"> Manage and execute the Business Analysis effort during the entire project lifecycle. This entails understanding the business needs and project objectives then defining Business requirement documents (BRDs) and Use Cases. Lead and guide business units in the project Start-up and Initiation phase; strictly managing drawdowns, governance and documentation. Manage complex, high value (large scale) technology, compliance, regulatory and transformation projects while controlling all projects constraints – cost, timelines, risk, scope, resources and quality. Lead project execution teams and work streams across a broad technical, financial and business disciplines in the East African region while ensuring timely and cost-effective completion of projects. Lead business process reviews and support continuous improvement of bank systems, processes and people across all channels to ensure that the bank has the appropriate

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		<p>business support platform and capabilities for delivery of strategy.</p> <ul style="list-style-type: none"> • Lead the testing and user acceptance process to ensure solutions are successfully implemented and meet client/business requirements. Manage specific application quality assurance and help desk activities including the tracking of bug reports, change requests and ensuring their timely resolution. • Management of operational risks in the design and implementation of new and/or changes to business processes and systems
Customer	20%	<ul style="list-style-type: none"> • Build and maintain positive working relationships with business and technical teams; serve as resource for technical or business expertise and advice on strategic priorities and projects. • Support the integration of best practice into the bank's process re-engineering methodologies and tools using best practice frameworks, mission directed work streams and six sigma to support innovation.
Learning and growth	20%	<ul style="list-style-type: none"> • Personal Competence Development • Completion of at least 1 technical skills/certification

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	Test Managers, Product Owners, Vendors/Consultants

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 Heads (Across the group) <ul style="list-style-type: none"> ○ Corporate Banking ○ Transaction Banking ○ Investment Banking ○ Brokerage ○ Finance and Strategy ○ Enterprise Risk Management ○ Internal Audit ○ IT and Operations ○ Security and Investigation • Specific departments' stakeholders within the assigned portfolio. 	<p>External</p> <ul style="list-style-type: none"> • Business Partners • System Vendors • Various Service Providers • Regulators

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.
Project Management (Budget, Time, Cost, Quality) – (Managerial)
Goal Setting and Performance Management- (Managerial)

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Development and Succession Planning- (Strategic)

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)

- Change Requests and other initiatives- 3 Months
- Projects- 3-6 Months, 6-12 Months
- Succession Planning- 6-12 Months
- Task Planning- 2 Weeks to 1 Month
- Activity Planning- Less than 1 Week

Job Specifications

Academic:

- University degree preferably in Business or Information Technology. Upper 2nd Class or equivalent. Minimum B plain or equivalent

Professional:

- Business Analysis Training (Certification is an added advantage)
- PMP, Prince 2 Practitioner Certification
- Lean and/or Six Sigma training (Certification is an added advantage)
- Proficiency in office automation, banking technologies and project management tools i.e. MS Projects, Jira, Confluence, Click Up

Desired work experience:

- A minimum of 4 years' experience as a business or process analyst with 3 years hands on experience managing complex technical projects.

NCBA Bank Core Value Behaviours (Performance Drivers)

DRIVEN: We explore the full potential of our customers and ourselves.

OPEN: We listen to our customers. We are inclusive and always show respect.

RESPONSIVE: We are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do.

TRUSTED: We are accountable to clients. We work with integrity and that builds trust over time.

Our way of doing things

This is how we think and operate, how we work day by day, how we fulfil our purpose.

Job competencies

Technical Competencies	
Project Management Skills	<ul style="list-style-type: none"> • Knowledge and experience in modern BPR and Project Management methodologies and governance to provide guidance on best practices.
Problem Solving and Analysis Skills	<ul style="list-style-type: none"> • Knowledge and experience in modern business analysis methodologies to provide guidance on best practice, business process analysis and related documentation
Risk Management Skills	<ul style="list-style-type: none"> • Experienced in the identification, assessment and management of projects risks.
Banking Knowledge	<ul style="list-style-type: none"> • Knowledge of relevant Banking policies, processes, procedures and guidelines to achieve required compliance standards or benchmarks <p>Strong commercial awareness. Understands and applies commercial and financial principles. Views issues in terms of costs, profits, risks, markets and added value</p>
Quality Analysis Skills	<ul style="list-style-type: none"> • Quality orientation to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks
Communication Skills	<ul style="list-style-type: none"> • Self- empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture <p>Speaks clearly, fluently and in a compelling manner to both individuals and groups. Able to create rapport with others and develop effective communication and team spirit with colleagues</p>
Planning and Organizing Skills	<ul style="list-style-type: none"> • Strong planning and organisation skills to effectively organise and schedule events, activities and resources. Sets up and monitors timescales and plans
Writing Skills	<ul style="list-style-type: none"> • Writes in a clear and concise manner, using appropriate grammar, style and language for the leader. Good in project management documentations.
Technical Skills	<ul style="list-style-type: none"> • Technical skills to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks.
Product Awareness	<ul style="list-style-type: none"> • Good understanding of bank's operations, systems and processes

Behavioural Competencies	
People	<ul style="list-style-type: none"> • Interpersonal skills to create and maintain relevant business networks and to effectively communicate with and manage stakeholders who impact performance • Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer service oriented culture
Customer Focus	<ul style="list-style-type: none"> • Quality orientation to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks

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Behavioural Competencies	
Business Systems & Infrastructure	<ul style="list-style-type: none">• Productivity or resource utilization standards or benchmarks• Audit rating• RCSA ratings• Implementation of BPI initiatives
Financial	<ul style="list-style-type: none">• Reduce processing costs (10% YoY)• Identify key cost drivers in processing areas