NCBA Bank

Job Title:	Project Manager	Reports to:	Portfolio Manager – Business Support
Unit:	Business Support	Department:	Enterprise Projects
Grade:	Band 5	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

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.

This role shall have specific focus on all projects assigned under Business Support Portfolio

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting (to add up to 100%)	Output
Financial	10%	• Ensure that all the projects are being tracked and reported on a regular basis and are delivered within budget • Alignment of project goals and outcomes to corporate strategy
Internal business processes	70%	• 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. • Lead business process reviews and support continuous improvement of bank systems, processes and people across all operations areas to ensure that the bank has the appropriate business support platform and capabilities for delivery of strategy. • 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. • Build and maintain positive working relationships with vendors and all levels of staff; serve as resource for technical or business expertise and advice on strategic priorities and projects
Customer	10%	• 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.
Learning and growth	10%	• Completion of at least 1 technical skills/certification

Template 1

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	None

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal • Specific departments within the assigned portfolio. (IT, Finance, HR, Credit and operations)	**External** • Contracted Vendors. • Regulators

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make
Make proposals and advise on the following: • Business process/product changes • Project implementation costs • Dealing with compliance exceptions against business policy/procedure and applicable Laws and regulations

Work cycle and impact: time horizon and nature of impact (Planning)
Long Term Planning: 1 Year ▪ IT Portfolio Management strategy development Resource planning/mapping to business development plans **Short Term Planning: 5 days – 3 months** ▪ Resource allocation ▪ Project plan ▪ Cost and risk management

Job Specifications
Academic: • Degree holder in IT from a recognized University with professional qualification in Project Management. • A master's degree in business, IT, or Operations would be an added advantage **Professional:** • Business Analysis Training • PMBOK or Prince 2 Agile Training (Certification is an added advantage) • Lean and/or Six Sigma training (Certification is an added advantage) • Proficiency in office automation, banking technologies and MS Projects **Desired work experience:**

Template 1

Job Specifications
• Five years' experience in banking services particularly in information technology domain with experience in implementation of IT projects. Deep understanding of bank systems and those in the industry.
• Bachelor's degree in computer science, Information Technology, or related field; PMP , Prince 2 Agele or Scrum certification preferred
• Strong understanding of IT infrastructure, cloud technologies, and software development lifecycle.
• Excellent leadership, communication, and problem-solving skills.
• Proficiency with project management tools such as MS Project, JIRA, or Trello.
• Proven ability to manage multiple projects simultaneously and prioritize effectively
• Good understanding of technology and various platforms and systems

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	
	• Lead planning, execution, and delivery of multiple IT projects, including infrastructure, software development, and system integrations.
	• Develop comprehensive project plans, timelines, budgets, and resource allocations.
	• Coordinate with stakeholders, including business units, vendors, and technical teams, to ensure project requirements are understood and met
	• Experienced in the identification, assessment and management of projects risks.
	• PMBOK or Prince 2 Training (Certification is an added advantage)
	• Proficiency in office automation, banking technologies, JIRA , Confluence and MS Projects
	• Strong planning and organisation skills to effectively organise and schedule events, activities and resources.
	• Excellent in project management governance (documentations, and stakeholder management/communication

Template 1

Behavioural Competencies	
People	• Competence development • Personal Development plans • Strong teamwork and personal leadership skills. • Persuasion skills to influence convince or impress others in a way that results in acceptance, agreement or behaviour change.
Customer Focus	• Customer experience satisfaction index • Product and Process improvement benchmarks • Sustainable Continuous Improvement framework
Business Systems & Infrastructure	• Productivity or resource utilization standards or benchmarks • Audit rating • RCSA ratings • Implementation of BPI initiatives
Financial	• Reduce processing costs (10% YoY) • Identify key cost drivers in processing areas