

Job Title:	Business Support Manager	Reports to:	Group Director, Retail Banking
Unit:	Retail Banking	Department:	Retail Banking
Grade:	Band 5	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

To provide operational support and coordination of key activities relating to financial and business analysis, operations, research and planning to the Group Director Retail Banking that are aligned to the bank's strategic direction. This will involve:

- Supporting key initiatives developed by the Group Director Retail Banking and thus enable positive impact be generated from such key initiatives and projects through analysis, monitoring, reporting and providing feedback on the status of such initiatives.
- The role will also provide day to day support on action plans arising from forums such as Departmental meetings, Board meetings, MCC, BCC and Retail Performance Reviews.
- Provision of day to day administrative support to the Group Retail Director to manage and plan his calendar including travel plans and engagements with stakeholders, partners and clients.
- Provide administrative support to the larger Retail team by building and maintaining relationships with clients, partners, and Retail Banking Leadership Team.
- Supporting the Group Retail Director develop presentations on financial performance as well as updates on initiatives for use in various forums such as Excom or Board.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Strategy and Business Performance	40%	→ Review and manage submissions for all key forums (Board meetings, Excom, BCC, MCC and Retail meetings) → Leadership Team Meetings: Coordination of data; required analysis; initiative / project tracking and updates; action points tracking; and presentations. → Coordinate departmental meetings, and other meetings assigned. Draft meeting agendas and pre-meeting documentation / presentations / information packs / etc., for approval and circulation. → Effectively manage communication across all business areas on behalf of the Group Retail Director. → Participate in strategy development, implementation and tracking of strategic plans.

		<ul style="list-style-type: none"> → Support in Preparation of departmental performance presentations to be used in EXCOM and strategy meetings.
Department Administration & Expenses Control		<ul style="list-style-type: none"> → Run the operations of and maintain a fully effective and functioning department. → Proactively track responses to their logical conclusion. → Coordinate events and functions for the department, scheduling meetings, teleconferences, conferences, etc., and travel as required. → Maintain office supply inventory and maintain adequate stocks for the smooth operation of the department. Collaborate with relevant departments/colleagues to confirm equipment, fixtures and furniture are fully operational and in good and safe working condition. → Facilitate leave utility review sessions for the department to ensure compliance to leave management guidelines. This also involves analysing and reporting on leave utility progress for the team. → Support the planning of performance discussions for the Retail Banking Leadership as per the review calendar. → Manage activities assigned within approved limits. → Review documentation on costs presented for GRD sign off to ensure requisite information is provided and limits are adhered to. → Contributing to the financial management of the function through monitoring, analysis and reporting of the department's expenses. → Process and seek approvals for corporate expenses in GRD office for appropriate processing by Finance.
Internal business processes	20%	Risk Mitigation, Compliance & Audit <ul style="list-style-type: none"> → Track and follow up for implementation of all audit and risk recommendations within Retail Banking for gaps/lapses identified. Support in ensuring updates on the system are done by all Business Heads on any corrective and preventative actions identified by audit, risk and compliance reviews; investigations or other assessment mechanisms are undertaken within the agreed time frame. → Policy knowledge – average rating of Reading Test 100%; written Test 90%.
Business Management	20%	<ul style="list-style-type: none"> → Track performance, delivery on strategy, initiatives, projects and issues and prepare quarterly board updates in liaison with the Retail Leadership. → Manage and lead projects / initiatives as directed by the Group Retail Director. → Brief Group Director before internal and external meetings as necessary, including coordinating preparation of presentations / spread sheets in liaison with the Retail Analytics Team.

		→ Use data, information and insights to drive decision-making and provide meaningful contribution during meetings.
Learning and growth	20%	→ Deliver performance objectives set. Institute immediate corrective action where performance is below par. → Proactively manage own learning and development. → Adhere to annual leave plan agreed with line manager. → Adhere to HR policies. → 360-degree feedback score.

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	External
All Retail Banking Business Heads and staff Retail Banking Stakeholders e.g Credit Team, HR, Commercial Services, IT	Customer/Client Partners Vendors/Suppliers

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>
Decisions are limited to approved processes and procedures. Deviations require approval from line manager

Work cycle and impact: time horizon and nature of impact (Planning)	
Above 1 year	<ul style="list-style-type: none"> Support in development of the retail strategy through coordination of the various Retail inputs from the business heads.
3 – 6 months, 6 – 12 months	<ul style="list-style-type: none"> Support in provision of quarterly updates to Excom and the Board on Retail Banking performance.
1 – 3 months	<ul style="list-style-type: none"> Support in tracking initiatives implementation to enable delivery of overall Retail strategy and achievement of KPIs. Support in submission of monthly performance and portfolio reviews.
Less than 1wk, 2-weekly, 2wks – 1month	<ul style="list-style-type: none"> Operational approvals and engagements (meetings) Administrative support and management.

Ideal Job Specifications	
Academic:	<ul style="list-style-type: none"> Bachelor's degree from a recognized accredited university.
Professional Qualifications and Desired Work Experience:	<p>At least 4 years' experience working in administration and business support with at least two years supporting senior management teams in a similar size commercial organisation, in a role requiring:</p> <ul style="list-style-type: none"> the ability and confidence to establish and maintain positive and productive relationships with stakeholders at senior director level and across all cadres inside and external to the organisation and influence positive outcomes; the ability to produce and disseminate high quality professional information and documents which involve researching, note-taking, collating, writing, proof-reading, editing, and presenting accurate materials, minutes and follow management reports; the ability to effectively manage processes, recommend improvements and establish new and more efficient ways of working; working knowledge of documents and data management with a high level of competency in standard Microsoft packages, data analysis and reporting tools; the ability to work flexibly with versatility, meet unexpected and on occasion very tight deadlines, prioritise and proactively manage competing demands, multi-task, manage pressure, work autonomously and collaboratively with colleagues and external stakeholders. a well-placed sense of judgement, tact, diplomacy, tenacity and political skills, with the ability to exercise absolute discretion and confidentiality; a demonstrable level of numeracy and ability to analyse statistical and financial data with strong attention to detail and a high level of accuracy.

NCBA Bank Values

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 are proactive , act quickly and resolutely to deliver results . We put our customer's interests at the heart of all that we do. 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	
Banking	<ul style="list-style-type: none"> • Certified fundamental understanding of risk, products and operations related to banking and financial services. • Working knowledge of own area of operation.
Business Acumen	<ul style="list-style-type: none"> • Displays a business-oriented mind-set that drives the Bank's agenda. • Applies knowledge of industry, market and business trends to identify opportunities, prioritize activities and deliver business results. • Understands the connection between operations and financial performance.
Stakeholder Management	<ul style="list-style-type: none"> • Interacts with customers and stakeholders professionally to provide relevant guidance during various engagements. • Continuously gathers evidence to determine the value the organisation is delivering to its customers today and requirements for the future.
Behavioural Competencies	
Emotional Intelligence	<ul style="list-style-type: none"> • 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.
Trustworthy & Follows Through	<ul style="list-style-type: none"> • An individual who is honest and has integrity. • Can be counted on to follow through on commitments and promises with an appropriate sense of urgency, completing them in a timely and reliable manner; consistently, in all cases, keeping others aware of task/assignment status. Does not lose interest before the case is closed and communicated back to all stakeholders.
Collaborative and Resilient	<ul style="list-style-type: none"> • Works and coordinates cooperatively, effectively and empathetically with others in real or virtual teams to achieve a common goal. Proactively participates in building a group identity characterized by pride, trust and commitment. Learns from and contribute to the learning of others. Relates to others in a confident and relaxed manner. Prevents and/or manages conflict. • Sustains interest and effort and perseveres to accomplish a task or goal despite obstacles and setbacks and is able to address multiple demands, pressure and competing priorities in a changing environment