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| Job Title: | Assistant Manager, Operational Risk Management | Reports to: | Head, Operational Risk Management |
| Unit: | Enterprise Risk Department | Department: | Enterprise Risk Department |
| Grade: | Band 4 | Date: | |
| Job holder: | | Supervisor: | |
| Signature: | | Signature: | |

Job Purpose Statement

Responsible for implementation of risk and compliance frameworks, take charge of risk identification, assessment and mitigation strategies. Ensuring these aspects are embedded into the operations of the Bank in consultation with the Head, Operational Risk Management.

Performing independent reviews on compliance with the bank's laid policies and procedures assess adequacy of risk management controls, observance of regulatory requirements and highlight exceptions or violations.

Key Accountabilities (Duties and Responsibilities)

| Perspective | % Weighting (to add up to 100%) | Output |
|------------------------------------|---|---|
| Financial | 10% | Responsible for supporting the achievement of profitability of the Bank through management/ cost savings of set departmental budgets |
| Internal business processes | 80% | <ul style="list-style-type: none"> Implement and embed the Operational Risk Policy and processes for defining, assessing, measuring, monitoring and reporting operational risks for the various business and support areas in consultation with supervisor Maintain and monitor an Operational Loss Database to monitor operational losses and their respective root causes. In consultation with supervisor, develop and implement an extensive staff training plan and awareness program to promote a strong culture of sound risk management and compliance within shared services and subsidiaries. Identify and document critical business risks, processes, and controls to be assessed in collaboration with business unit management within the shared services and subsidiaries. |

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| | | <ul style="list-style-type: none"> Actively collaborate with the “first line of defense” (business areas) e.g. for risk identification and analysis, to create risk metrics and in designing mitigation solutions. In addition, define “key” risk metrics for operational risk within the Business and Support functions. Create senior management reports and summaries presenting metric and dashboards to highlight key operational risk issues, trends and potential impacts. Ensure reports adhere to requirements of operational Risk policy. Coordinating the implementation of Risk & Control Self-Assessment (RCSA) framework, Key Risk Indicators (KRIs) and tools across the various Business and Support units. Participate in various business projects and contribute to their success as may be assigned by the supervisor. Play an active guidance role on Operational Risk matters in products, projects or developments. Carry out a risk review of new key projects and products. |
| Customer | 5% | Drive customer satisfaction through adherence of set SLAs and issuing stakeholders timely feedback |
| Learning and growth | 5% | <ul style="list-style-type: none"> Responsible for delivering the performance objectives set and managing his/her own learning and direct reports Development to build capacity and avail him/herself for coaching and training opportunities. Ensure optimal utilization of risk resources. Implement a succession plan for the sub-unit |

Job Dimensions

| Reporting Relationships: jobs that report to this position directly and indirectly | |
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| Direct Reports | None |
| Indirect Reports | Risk Champions within the Bank |

| 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"> All departments and branches | External <ul style="list-style-type: none"> External Auditors and Regulators i.e. CBK, IRA |

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

- Internal Audit Department

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.

Tactical / Managerial

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 - 3 months

NCBA 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 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 Specifications

Academic:

- A University graduate.

Professional:

- A risk related professional qualification
- CPA (K), ACCA qualifications is an added advantage

Desired work experience:

- At least 6 years working experience in banking environment, with sound exposure to Bank Operations, Regulatory and Compliance requirements.
- At least 4 years' working experience in Enterprise Risk environment and execution in Operational Risk

Ideal Job competencies

Technical Competencies

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| <ul style="list-style-type: none">• Knowledge of Banking and Business Operations:• Risk Management:• Compliance Standards and Legislations:• Compliance and Regulatory Framework:• Conceptual and Analytical Skills: | <ul style="list-style-type: none">• Well round knowledge of the Bank's operations and processes and excellent knowledge of Bank policies and procedures• Ability to anticipate and mitigate risk by developing appropriate Risk Management Policies for the Bank• Excellent knowledge of International Accounting and Standards, and Legislations• Good understanding of relevant regulatory requirements, CBK Prudential and Risk Management guidelines• Ability to quickly grasp and understand systems and keen to detail |
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Behavioural Competencies

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| <ul style="list-style-type: none">• Results and Achievement Oriented:• Personal Ethics:• Negotiation Skills:• Planning and organizing:• Communication and Interpersonal Skills: | <ul style="list-style-type: none">• Strives to achieve results, enjoys being measured, and being judged on performance standards and those of others he leads• Must be honest, fair, just but firm with himself, and of high integrity• Must be a good negotiator, particularly in changing behaviour and work practices but always Win/Win• Ability to establish priorities, plan, coordinate and monitor own work plan.• Well-developed oral and report-writing skills, ability to work in team set-up |
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