Job Title:	Specialist, Robotics Process Automation (RPA)	Reports to:	Senior Manager, IT Platform Monitoring & Process Automation
Unit:	IT Platform Operations	Department:	Digital Business/ LOOP DFS
Grade:	Band 4	Date:	2026
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The RPA specialist will work closely with stakeholders to identify automation opportunities and create efficient and effective RPA workflows that Loop DFS uses on its core business applications, infrastructure & processes.

The role holder will be responsible for designing, developing, and implementing automation solutions to streamline business processes and leverage on cutting-edge automation technologies tools i.e. Ui Path, Microsoft Power Automate, Blue Prism etc.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting (to add up to 100%)	Output
Bots Developments and Maintenance	50%	Design, create, refine, implement, document, and maintain a fit for purpose Robotics Process Automation framework that supports Automation of Operations processes. Create, test, and maintain RPA bots ensuring high accuracy, stability, and continuous support. Ensure automation solutions reduce errors on production environments, enhance reliability, contributing significantly to streamlined workflows and improved organizational efficiency.
Process Analysis and Optimization	20%	Analyze existing processes to identify automation opportunities, and optimize automated solutions for better performance
Collaboration and Compliance	20%	Collaborates with the IT Platform Operations, Architecture, Infrastructure & Business teams to get insights of their needs and pain points and deliver RPA solution that are fit for purpose.

		Ensure RPA implementation maintains high level of security standards, Data protections as well as Banks policy.
Architectural Reviews	10%	Analyse technical architecture of systems and applications to understand dependencies, points of failure, impacts, and external and internal interfaces, to provide Automation recommendations for system and infrastructure and time estimates.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	N/A
Indirect Reports	IT Support officer and Consultants from Technology Vendors

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal - Various line managers from the different teams - Other IT Platform Heads and Managers - Operations Teams	External Vendors / Partners

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.*
Operational - Maintain the RPA tool scripts & configurations.   Strategic – RPA strategy & policy.   Managerial – Structural changes, assignment of tasks, training etc

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)*
Short-Term Planning – 3 - 12 months   Long-Term Planning – Above 1 year

Ideal Job Specifications
- A Bachelor's degree in Computer Science, Information Technology or related field.   - Minimum of 2-3 years' experience within a large highly digitized organization designing, implementing and managing RPA solutions.   - Hand on experience in scripting, configuration and deployment using Robotics Process Automation tools such as Ui Path, Blue Prism, power automate etc

Technical Competencies	
	- The **ability** to analyze and comprehend complex business processes to identify automation opportunities and design effective RPA solutions.
	- Strong Knowledge of integrating RPA bots with various applications, databases, and web services using APIs and other integration methods.
	- Understanding of database systems like SQL or NoSQL to interact with databases, fetch data, and perform data operations in the RPA processes.
	- Skill in testing RPA bots thoroughly to ensure accuracy, reliability, and error-free performance. Proficiency in debugging and troubleshooting issues.
	- Knowledge of version control systems (ie Git) to manage, deploy and track changes in RPA projects and collaborate with team members.
	- The ability to work effectively with 3rd party and internal service providers who manage the applications, systems & infrastructure in Production on behalf of Loop DFS.
	- Ability to create detailed technical design documents, process flow diagrams, and user guides for RPA projects.

Ideal Job Specifications
- Extensive expertise in .Net development, encompassing a deep understanding of C#, JavaScript, HTML, python, CSS and ability to write clean, efficient, and scalable code.
- Knowledge & experience of workflow automation, and business process optimization using RPA solutions
- Broad technical acumen across multiple disciplines applications with a solid understanding of current technologies especially within the Fintech and Financial space.

Behavioural Competencies	
	• The ability to communicate and influence different development and operations teams over priorities and managing competing interests across stakeholders.
	• Attention to detail, ability to multi-task, good time management skill, prudent prioritization and effective structuring of work assignments.
	• Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture.
	• Team player and able to work with minimum supervision.
	• Innovative and enterprising in order to identify and accept change opportunities and effectively forecast impact of change and advice/implement interventions to mitigate risk.
	• Highly analytical in problem solving with the ability to apply original and innovative thinking.
	• Ability to coach and transfer knowledge and skills to colleagues effectively.