



Job Description  
RPA Developer

<b>Job Title:</b>	RPA Developer	<b>Reports to:</b>	Robotics Process Automation Lead
<b>Unit:</b>	Business Process Management and Transformation	<b>Department:</b>	Technology and Operations
<b>Grade:</b>	Band 4	<b>Date:</b>	August 2025
<b>Job holder:</b>		<b>Supervisor:</b>	
<b>Signature:</b>		<b>Signature:</b>	

Job Purpose Statement
<p>This position is responsible for designing, developing and implementing innovative RPA solutions that can enhance business productivity and maximize efficiency. It also involves understanding the business and its challenges, functionally outlining a solution to the identified use cases and then developing the required solutions.</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
<b>Financial</b>	10%	<ul style="list-style-type: none"> <li>▪ Analyze business processes and workflows with the objective of finding out how they can be improved or automated to save on cost.</li> <li>▪ Manage cost cutting initiatives to adhere to the set Business process budget</li> </ul>
<b>Internal business processes</b>	60%	<ul style="list-style-type: none"> <li>▪ Analyze new process automation candidates, quickly assessing feasibility and accurately estimate development effort</li> <li>▪ Configure new processes and objects using core workflow principles that are efficient, well structured, maintainable and easy to understand</li> <li>▪ Apply RPA workflow design best practices when developing or maintaining workflows</li> <li>▪ Create and document test cases for negative scenarios, in order to document workflow behavior when certain systems malfunction, as well as performance scenarios, in order to stress test systems behavior</li> <li>▪ Review workflows developed by other RPA Developers to ensure compliance with internal control / security / audit requirements</li> <li>▪ Support the operational teams by staging and deploying automation solutions into test and production environments and providing post-production support.</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Provide maintenance to production workflows by ensuring second level support for workflow incidents; investigate reported errors, agree on error severity and propose resolution</li> <li>▪ For workflow support tasks, respect SLAs agreed with business for workflow downtime</li> <li>▪ Report issues to third level support (RPA vendor) if incidents cannot be solved by the internal team; ensure development fix, unit testing and production deployment preparation</li> <li>▪ Configure enhancements /change requests to already automated processes</li> <li>▪ Work directly with business teams to support various projects and solutions.</li> <li>▪ Assisting in collecting and identifying functional requirements</li> <li>▪ Investigating and documenting better practices/alternative solutions that could be used in future development</li> <li>▪ Design technical specification documents for RPA Projects</li> <li>▪ Utilize problem-solving skills to understand client pain points and troubleshoot as challenges arise.</li> <li>▪ Prepare and provide regular and accurate progress reports for tracking and decision-making.</li> </ul>
<b>Customer</b>	20%	<ul style="list-style-type: none"> <li>▪ Build and maintain positive working relationships with all levels of staff.</li> <li>▪ Drive for the customer experience organization metrics to be achieved through the implementation of process efficiency initiatives</li> </ul>
<b>Learning and growth</b>	10%	<ul style="list-style-type: none"> <li>▪ Be self-driven and directed, build own skill and effectiveness, presentation and stake holder management</li> <li>▪ Take courses to improve relevant skills required to perform the role optimally</li> </ul>

**Job Dimensions**

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

<b>Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.</b>	
<b>Internal</b> <ul style="list-style-type: none"> <li>▪ All NCBA bank departments</li> <li>▪ IT System Administrators</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>• Vendors and consultants</li> </ul>

<b>Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make</b> <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
Make decisions: <ul style="list-style-type: none"> <li>• Determines the automation roadmap that will meet the business needs</li> </ul>

<b>Work cycle and impact: time horizon and nature of impact (Planning)</b> <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
<ul style="list-style-type: none"> <li>• The job holder works on a 1 to 3 months cycle, broken down into weekly/daily outputs</li> </ul>

<b>Ideal Job Specifications</b>
Academic: <ul style="list-style-type: none"> <li>• Bachelor's degree from a recognized accredited university.</li> </ul> Professional: <ul style="list-style-type: none"> <li>▪ Basic knowledge of Machine Learning (ML) and Artificial Intelligence</li> <li>▪ Process modelling experience using MS Visio/any other tool</li> <li>▪ Mastery of automation tools such as Microsoft Power Automate, UiPath, Blue Prism</li> <li>▪ Experience with Databases, such as SQL</li> </ul> Desired work experience: <ul style="list-style-type: none"> <li>▪ Minimum 3 years of hands on development experience relevant professional experience in banking or financial services sector.</li> </ul>

<b>NCBA Bank Core Value Behaviours (Performance Drivers)</b>	
<b>Driven</b>	Being decisive, passionate and bold
<b>Open</b>	Being honest, transparent, inclusive
<b>Responsive</b>	Embracing speed, simplicity and innovation, and focusing on our customers.
<b>Trusted</b>	We value teamwork, integrity and accountability.

**Ideal Job competencies**

<b>Technical Competencies</b>	
<b>Technology</b>	<p>A track record in the successful delivery and support of excel macros, Visual Basic scripts or other configuration/scripting type technology</p> <p>Understanding of workflow-based logic and the ability to both understand a business process from a workflow diagram and to conceptualize it as an automated solution</p>
<b>Banking Knowledge</b>	<p>Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.</p>
<b>Organisational Skills</b>	<p>Ability to plan and organise self and work in order to achieve objectives and targets and is determined to and accountable for delivery of outcomes and is able to overcome obstacles in order to move forward.</p>

<b>Behavioural Competencies</b>	
<b>Communication Skills</b>	<p>Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance. Good written and oral communication skills</p> <p>Good communication skills with the ability to present technical details to a non-technical audience.</p> <p>Good written skills with the ability to produce clear and concise documentation</p>
<b>Leadership</b>	<p>Individual contributor –exercises self-leadership delivering assigned work in line with professional and technical standards within given time frames. Is reliable and works collaboratively.</p> <p>Adheres to the company’s policies and delivers to set objectives. Has high moral intelligence.</p>
<b>Customer Engagement (internal &amp; external)</b>	<p>Resolves stakeholders’ queries and challenges in organized way, providing the highest quality service and monitors to confirm that their needs have been comprehensively addressed.</p> <p>Provides prompt and insightful feedback to relevant stakeholders to enable them to address the root cause of the challenges faced by customers.</p>
<b>Self-Empowerment</b>	<p>To enable development of open communication, team work and trust that are needed to support performance and customer service oriented culture</p> <p>A self-starter who delivers high quality work and can adapt to new challenges, either on their own or as part of a team.</p>
<b>Planning and organizing</b>	<p>Organizes and schedules events, activities, and resources. Sets up and monitors timescales and plans to effectively deliver</p>
<b>Problem Solving</b>	<p>An aptitude for problem solving, with the ability to take a logical route to the source of an error.</p>