

JAMII BORA BANK

JOB DESCRIPTION

Job Title: Head of Operations & IT	Reports To: CEO
Department: Operations	Division: Support
Grade: 6	Date: August 2016

Core Value Behaviors



JOB PURPOSE

This role incorporates all aspects of service delivery and contact with the bank's customers through branch operations, credit operations, information technology, cash management, clearing, centralized back office, treasury operations and funds transfer.

KEY RESPONSIBILITIES

- Information, communication and technology - drive both ICT strategy and day to day operational ICT and Web services provision, ensuring that JBB staff and clients have suitable technical resources, applications and support to achieve their objectives (on site and remotely) effectively, securely, and with a competitive and innovative edge
- Central Operations – Account Services, Clearing, Payments, Cash Management and Reconciliation
- Card Operations – Account Services, Chargeback, Fraud & Reconciliation of the Bank's debit card activities
- Trade Finance Operations – Guarantees, Supply Chain Finance and Invoice Discounting
- Treasury Operations – FX, Money Market and Derivative Products, FI Transaction activity
- Credit Operations – Loan sanction fulfillment & administration

MAIN ACTIVITIES

- Develop new and improved Service Delivery channels and any other additional channels that may be developed, which meet the needs of the bank customers to ensure the bank remains competitive
- Examines current business process and make necessary changes so the best practices and policies are in place
- Participates in the design of hardware and software systems to assist in the smooth and efficient flow of information
- Establishes operating policies consistent with the banks policies and objectives and ensures their execution
- Identify and develop new business locations and improve alternative service delivery channels to meet the needs of Bank customers and ensure the Bank remains competitive
- Organize, develop and maintain front office operations and support structure, staffed by high calibre and well-motivated staff utilizing efficient, relevant and comprehensive processes to achieve superior delivery of customer service at all times
- Manage Bank's exposure to external and internal risks at the service delivery front, including but not limited to adherence to procedures, optimum cash management within set limits, and physical security of bank staff and assets
- Manage a business continuity plan for service deliver

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Bachelors/Master's degree in relevant professional qualification in banking and accounting from a reputable institution
- Minimum 10 years' experience in banking operations
- Experience, awareness and appreciation of all aspects of balance sheet management in banking
- Full knowledge of CBK Banking Act & various Regulations