

VACANCY



Job Title: HEAD OF OPERATIONS
Reporting to: MANAGING DIRECTOR/CEO

Job Summary

Responsible for the strategic direction and management of the Bank's operations function through provision of excellent and cost effective customer services, ensure optimal deployment and utilization of human and material resources and provide direction by regular review of processes, systems and manuals that align with the bank's overall value proposition to the various market segments.

Major Duties and Responsibilities	Minimum Education Qualification
<ul style="list-style-type: none">• Drive, develop and motivate high performance in the Operations Department and ensure that the teams are committed to achieving success throughout the Bank.• Provide strategic leadership to the Operations Department and guide all its activities to support the Bank's growth strategies and achieve projected business results.• Manage, motivate and develop the Operations teams through rigorous performance management, coaching, mentoring and learning interventions to create a team able to deliver the team's objectives.• Design the operational risk management framework for the Operations Department and supervise activities to ensure that the risks associated with the Bank's operational activities are acceptable and well mitigated.• Guide and advise on the set standards for implementation of operational processes and continuously explore opportunities to improve operational effectiveness and efficiencies while monitoring compliance to relevant regulations, as well as achieving business value and total customer satisfaction.• Initiate, establish and maintain the Bank's operating policies and procedures, monitor and ensure their regular update and consistent application.• Effectively manage the integration of technology into the Bank's business operations and monitor the performance of all deployed technologies to ensure effective and efficient business support.• Responsible for the supervision of all units under operations to drive business value and the achievement of business expectations in line with internal and statutory Banking standards.• Monitor operational activities in order to ensure the achievement of a firm level of compliance to internal controls and adherence to the highest standards of quality both within the processes and in the services rendered to clients.• Authorize expenditures within limit and refer those above, whilst maintaining overall expenditure as per budget.• Oversee the management of critical business relationships, to ensure the protection of the Bank's business interests and achievement of all service level agreements with suppliers.	<ul style="list-style-type: none">• A bachelor's degree in business, finance or accounting from a recognized University.• A Master's degree and other relevant professional qualifications obtained in the Banking sector will be an added advantage.
	Work Experience
	At least ten years' managerial experience in a Commercial Banking environment, with at least three gained at a unit head level, leading the Banking operations of any Bank.
	Key Required Skills
	<ul style="list-style-type: none">• Must be aware of the current and future Banking trends and best practices.• Possess the ability to anticipate and mitigate risks in operations.• Ability to quickly grasp and understand systems as well as pay attention to detail.• Excellent knowledge and understanding of banking operations (domestic and international).• Versatile with current local regulations on International Operations.• Excellent customer services capabilities.• Good negotiation and conflict resolution skills.• Good Oral and written communication skills.

All interested candidates who meet the criteria indicated above are requested to send their applications, and updated Curriculum Vitae to the following email: recruit@orient-bank.com

Deadline is 24th October, 2020 at 5:00pm

Note: Only shortlisted candidates will be contacted