

Exciting Career Opportunities

Country Head of Operations

Reporting Line: Chief Operating Officer

Business Unit: Operations

Location: Lusaka

Job Purpose:

To provide leadership to banking operations in-country to ensure operational excellence across the business, process and financial efficiencies and a robust control environment.

Key Outputs & Responsibilities:

- Manage the design and implementation of programmes that establish a fit-for-growth Operations control framework together with a maturity vision and approach, ensuring alignment where possible to regional and group frameworks
- Develop, enhance and update organisational processes and infrastructure to be able to deliver operational excellence and ensure simple, quick, accurate, consistent processing and service delivery across the business
- Smooth functioning of all Operational departments in line with agreed objectives and SLA's.
- Daily oversight of operations
- Maintain oversight of System Administrators and ensure all departments' training requirements have been fulfilled
- Analytics and reporting.
- Develop, review, forecast, deploy, manage and track country budget for Operations
- Stakeholder management

Organisational & Technical pre-requisites

- Relevant systems, processes and products
- High level understanding of the overall business and key strategic revenue drivers
- Thorough knowledge of Front and Back Office banking and branch operations perspective, including products
- Generalist knowledge of IT as it relates to banking and branch operations
- Relevant governance, risk and compliance knowledge
- Strong general Bank Operations knowledge & technical understanding of :-
 - Reconciliations & Treasury Back Office
 - Customer Care & Account Opening
 - Card Operations & Payment Processing
 - Organisation & Methods Management
 - Branch Operations & Cash Centre Management

Key Requirements, Qualifications & Experience

- Grade 12 School Certificate with 5 credits including English and Mathematics
- Business Degree or its' equivalent
- 7+ years' banking experience with varied exposure to Operations functions including 2+ years in senior management
- Knowledge of the system(s), products and processing activities

Interested Applicants who meet the job requirements should e-mail their CV's to jobs-zm@bancabc.com.

Only shortlisted candidates will be contacted. Be sure to include the designation you are expressing interest in, in the subject field. **Closing date: Wednesday, 23rd December, 2020.**

Reshaping African Banking