

Exciting Career Opportunities

Designation:	Business Analyst
Reporting Line:	Manager - Organisation and Methods
Business Unit:	Banking Operations
Location:	Lusaka
Employment Type:	Permanent
Job Purpose Document all Policies and Procedures and implement process improvement initiatives to increase efficiency and drive successful customer outcomes.	
Key Outputs & Responsibilities <ul style="list-style-type: none"> • Create process documentation/workflows, knowledge articles and user guides to ensure compliance and improve employee efficiency. • Collect and document business requirements for project and process improvement/automation efforts to improve process efficiency. • Facilitate process workflow modelling to collaborate on process improvements, automation capabilities and clearly defined end-to-end use cases. • Analyse existing process design to monitor and measure the effectiveness of the Bank to ensure consistent value delivery to its customers. • Extract reports and provide a high-level analysis of data to aid in decision making. • Develop inter-departmental Service Level Agreements and monitor adherence to ensure conformity in service delivery. • Lead and participate in brainstorming sessions to elicit ideas, requirements and potential solution options. • Prepare and recommend proposals to revise methods and procedures, alter workflows and resolve organisational problems. • Review operating procedures, Policies and other documentation to ensure alignment with internal policy and regulations. 	
Risk and Compliance <ul style="list-style-type: none"> • Ensure ongoing compliance with internal Policies and procedures and stay abreast with regulatory changes to minimize the impact there of. • Proactive identification and mitigation of risks to ensure prompt remediation or avoidance. 	
Stakeholder Relationship Management <ul style="list-style-type: none"> • Build and maintain professional working relationships with all stakeholders, displaying sound abilities to communicate at all levels, track progress on tasks and manage expectations to ensure clients' needs are met. • Liaise with business users and broader IT team to provide information and assist with queries. • Act swiftly to resolve queries, conflicts and operational breakdowns, to achieve set objectives. 	
Effective Teamwork, self-Management and alignment with group values <ul style="list-style-type: none"> • Ensure the function complies with all relevant internal policies, procedures, guidelines and regulatory requirements to ensure successful outcomes. • Promote a co-operative climate in working with others to achieve shared goals. 	
Education Requirements <ul style="list-style-type: none"> • Grade 12 School Certificate with 5 Credits including Mathematics and English. • Bachelor's degree in Banking and Finance, Business, Project management or any other relevant degree. 	
Experience & Qualifications <ul style="list-style-type: none"> • Minimum 2 years' experience with substantial exposure to Business Process Management, Project Management and Retail Banking. • Experience with Business Process Modelling, Business Analysis and Process Re-engineering. • Relevant Project and/or Process Management Certifications an added advantage. • Presentation and Facilitation Skills - written and verbal. • Excellent organizational and time management skills. 	

Interested Applicants who meet the job requirements should e-mail their CV's to jobs-zm@bancabc.co.zm Only shortlisted candidates will be contacted. For detailed information on the jobs, visit our website at www.atlasmarazambia.com. Be sure to include the job applied for in the subject field. **Closing date: Thursday, 25th November, 2021.**

Reshaping African Banking