

Designation : Process Improvement Officer
Reporting Line : Business Transformation Manager
Business Unit : Business Transformation
Location : Lusaka
Job Purpose: Responsible for the delivery of process innovation and continuous improvement initiatives across multiple functions. Will play an important role in assisting to foster a culture of sustainable change through the creation and embedding of process improvement methodology, and the supporting framework, to deliver business transformation that attains the Banks strategy.
Responsibilities
<p>1.] Process Modelling and Improvement</p> <ul style="list-style-type: none"> ▪ Prepare and recommend proposals to revise operational methods and processes, alter workflows, and redefine job functions. ▪ Continually identify opportunities to close process gaps and enhance process efficiencies and overall customer experience. ▪ Identify and deliver service improvement activity across the business through employing process improvement methodologies and the application of innovative thinking. ▪ Support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better ways of working. <p>2.] Project Support</p> <ul style="list-style-type: none"> ▪ Document process notes, and user guides for all projects, before deployment/implementation stage to ensure accurate, updated process maps for all projects across the bank. ▪ Conduct process re-engineering activities for operational projects and recommend process enhancements to streamlines processes. ▪ Ensure the business impact and project objectives/dependencies are identified, reported on and managed at all times. ▪ Conduct post implementation reviews to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects. <p>3.] Risk Management and Compliance</p> <ul style="list-style-type: none"> ▪ Track incident reporting, investigate the extent to which incidents are linked to process deficiencies and/or gaps so as to manage the remediation thereof. ▪ Maintain and update all process related documents for reference purposes. ▪ Take ownership of change initiatives from evolution/efficiency identification through to project delivery via internal governance and controls. ▪ Actively monitor project risks to foresee/identify potential problems and proactively identify solutions to address in advance. <p>4.] Stakeholder Relationship Management</p> <ul style="list-style-type: none"> ▪ Facilitate conflict resolution and act swiftly to resolve problems, queries and breakdowns and escalate where appropriate. ▪ Train resources in process improvement techniques. ▪ Lead and facilitate process improvement based workshops to drive ideas and solutions. ▪ Elicit requirements and drive process change using staff interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, business analysis and workflow analysis.
<p>Candidate Requirements</p> <ul style="list-style-type: none"> • Grade 12 School Certificate with 5 credits including English and Mathematics. • Banking/Financial degree or relevant business qualification. • 3+ years' experience in banking/management • 2+ years' proven continuous improvement analytical experience from a similar role, including project management and business analysis. • Strong analytical, project and product management skills, including a thorough understanding of how to interpret business needs and translate them into operational requirements. • Experience of the whole project life cycle, able to operate in the initial conceptual design stage, in the depths of system testing, and at each stage in between. • Accreditation in process improvement methodologies an added advantage



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. Be sure to include the job applied for in the subject field. Closing date: Friday, 24th March, 2023