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| Job Title: | Manager, Operational Risk Management | Reports to: | Head, Enterprise Risk Management |
| Unit: | Enterprise Risk Management | Division | Enterprise Risk Management |
| Grade: | | Date: | |
| Job holder: | | Supervisor: | |
| Signature: | | Signature: | |

Job Purpose Statement

The job holder is responsible for implementation of a sound operational risk management framework and will take charge of risk identification, assessment and mitigation strategies. Ensuring these aspects are embedded into the operations of the Bank in consultation with the Head, Enterprise Risk Management.

The jobholder will provide assurance on the Business Continuity programme and culture of the bank by reviewing the Bank's ability to adapt, recover or mitigate the impact of significant incidents on its business, customers, employees, shareholders and other stakeholders.

Key Result Areas

| Perspective | % Weighting (to add up to 100%) | Output |
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| Financial | 10% | <ul style="list-style-type: none"> Support the achievement of profitability of the bank through management/ cost savings of set departmental budgets |
| Customer | 5% | <ul style="list-style-type: none"> Drive customer satisfaction through adherence of set SLAs and issuing stakeholders timely feedback |
| Internal business processes | 35% | Operational Risk identification, mitigating, monitoring <ul style="list-style-type: none"> Co-ordinate and improve Operational Risk Management within departments. Coordinating Risk & Control Self-Assessment (RCSA) framework, KRIs and tools across the various Business and Support units. Monitor and get root cause analysis on any KPI / KRI adverse trends that arise and incident/RCSA findings Monitor resolution of all associated Internal /External Audit recommendations post audit issues. |

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| | 20% | <ul style="list-style-type: none"> Assess compliance with policies and procedures in the departmental units, with emphasis to controls Record ,track and analyse incidences leading to operational losses (process failures), identify causes and implement with respective units, comprehensive measures that ensure non-recurrence. <p>Business processes , policies and product reviews</p> <ul style="list-style-type: none"> Review Bank processes to ensure that adequate controls are in place to identify, monitor and control risks associated with the processes. Develop and implement functional specific self-assessment questionnaires for business and support units. Undertake key control tests across business functions to assess adequacy of the performance and design of the controls. Carry out a risk review of existing and new key projects and products |
| | 10% | <p>Company and Business</p> <ul style="list-style-type: none"> Spearhead follow through on management actions to mitigate risks identified through matters arising emanating from BRMC, RMC and other management committees Coordinate the activities of the Risk Management sub Committee Collect and collate Operational risk MIs for management reviews Manage the Policy Hub system within the bank including publication of policies & procedures and assisting in the development of knowledge assessments for both policies and procedures and providing status updates on use and the level of accreditation achieved Review and verify reconciliation of central ledgers are in line with policies |
| | 5% | <p>Conduct Operational Risk training and awareness programs</p> <ul style="list-style-type: none"> Develop & implement ORM training plan for the bank staff and functional Risk Champions Implement training of Bank staff on ORM Facilitate training for Accelerate GRC System and Policy Hub to Bank wide system users and create awareness on Bank incident reporting via web capture form |

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| | 10% | Provide oversight over the BCM program for the Bank that is in line with regulatory requirements and best practices <ul style="list-style-type: none"> • Annual and periodical review of Business Continuity Plans(BCP) and Business Impact Assessments(BIA) • Identify, review and report on gaps in the business continuity operations, resources and capabilities. • Develop and manage training and awareness programs for business continuity. • Monitor and report non-compliance with the BCM policy • Perform quality assurance reviews on BCP/DRP test scripts, testing and test reports |
| Learning and growth | 5% | <ul style="list-style-type: none"> • Responsible for delivering the performance objectives set and managing her own learning and development to build capacity and avail herself for coaching and training opportunities. |

Job Dimensions

| Reporting Relationships: jobs that report to this position directly and indirectly | |
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| Direct Reports | 0 |
| Indirect Reports | 0 |

| Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role. | |
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| Internal <ul style="list-style-type: none"> ▪ All Business & Support Services Heads - Discuss, agree and implement identified risks and their mitigating actions. ▪ Internal Audit & Compliance - Feed-back to and from these 2 functions for purposes of focusing independent review on high risk-high impact areas. | External <ul style="list-style-type: none"> ▪ Industry Associations - To obtain industry data and best practice from such associates ▪ Other Banks - To obtain references on new / existing counter parties and get information on deteriorating credit ▪ BOU - Compliance to statutes and regulation ▪ External Auditors - Compliance to financial reporting standards |

| Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic) |
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| Managerial |

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)

6 – 12 months

Ideal Job Specifications**Academic Qualifications:**

- A Bachelor's degree in Business Management: Accounting, Economics, Commerce, and Finance or related fields

Professional Qualifications:

- Possession of Professional qualifications e.g. CRM (ISO 31000), PRM, FRM, CPA (U), ACCA, CBCI, ACIB, etc. would be an added advantage.

Work Experience:

- Five (5) years of banking experience with sound exposure to Bank Operations, Regulatory and Compliance requirements; at least 3 years of which should be in a Risk, Internal Controls or Audit functions.

Technical Competencies

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| • Conceptual and Analytical Skills: | Good conceptual, analytical and evaluating skills, ability to identify key risk issues and formulate/make recommendations. |
| • Planning and organizing: | Ability to establish priorities, plan, coordinate and monitor own work plan. |
| • Enterprise-wide Risk Management | Must understand the requirements of Basel II and their implications to the Risk Management field for an effective development and implementation of the Operational Risk Management Framework. |
| • Knowledge of Business Continuity Management: | Knowledge and experience in modern Business Continuity management practices to provide oversight the implementation of tactical changes to support business performance. |
| • Computer Skills: | Good computer proficiency with ability to generate reports from the different core & legacy systems for purposes of developing and generating adequate, accurate & timely MIS for review and actions, good understanding of data analytics. |

Behavioural Competencies

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| • Results Oriented | Be able to have a personal drive to achieve set goals enthusiastically. |
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| Behavioural Competencies | |
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| • Personal Ethics | Must possess a high level of integrity & independence. |
| • Interpersonal Skills; | Excellent interpersonal skills, with the ability to establish and develop relationships. |
| • Negotiation Skills | Must be a good negotiator with the ability to manage debate and conflict professionally, with grit and tenacity. |
| • Team work; | Ability to work in a team set-up. |
| • Communication Skills: | Well-developed oral and report-writing skills. |

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.