

Job Title:	GL Reconciliation Officer	Reports to:	Manager, Financial Controls
Unit:	Financial Controls	Department:	Finance
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

To support the functions of the Reconciliations unit by ensuring timely and accurate reconciliation of all suspense accounts related to digital channels, cards channels and calypso accounts, aging of outstanding items and escalation of long outstanding entries to relevant parties.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting	Output
Financial	10%	<ul style="list-style-type: none"> Monitor and report operational losses in nostros and other suspense accounts such BOU penalties and unnecessary charges. Ensure all debits to accounts are explained on the first day of reconciliation.
Internal Business Process- Reconciliation & Risk	60%	<ul style="list-style-type: none"> Perform reconciliation of accounts related to Internal Accounts Follow up with the units concerned to ensure all the outstanding items, for Internal Accounts are resolved within the set standards and issues of non-compliance escalated as per the escalation matrix. Spearhead recovery efforts of any duplicated transactions in conjunction with the product owners, IT and contact centre Follow up on the suspense account ownership sign offs with the unit heads across the bank Reconcile accounts that maybe assigned by the supervisor. Support both internal and external audit processed by providing all information required by the auditors. Ensure there is optimum Intellimatch usage, increased automation in the reconciliation process Prepare a weekly exception report for long outstanding items for manager's review and for inclusion in the monthly Risk Management Committee submissions Identify losses in processes by suggesting improvements to the existing controls, procedures and systems to bolster fraud prevention <p>Revenue Assurance</p> <ul style="list-style-type: none"> Support in Analysis of Actual Vs Expected revenue from all transactional revenue lines. Identifying uncollected charges in Nostro and other operational accounts (banker's cheques, Merchants, card

		<p>Centre and Funds transfer) and ensuring that the same is collected.</p> <ul style="list-style-type: none"> Ensuring that all FX and MM deals are paid on time and follow up on interests for late payments. Ensure that debits in P&L are monitored on a daily basis and any exceptions escalated. To pick any authorized debits in p&l accounts
Customer	20%	<ul style="list-style-type: none"> Ensuring all reports are shared on a timely manner as per SLAs with internal stakeholders Assist in responding to customer queries and following up to ensure all open queries are closed in a timely manner Living the Bank's values Offer support and ensure good working relationship with all business units/ops as/when required
Learning & Growth	10%	<ul style="list-style-type: none"> Provide regular review of performance against agreed objectives. Pursue own development to increase personal effectiveness, acknowledging strengths and areas for development.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	None

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal All units including operations, Business and Support units (including Corporate banking, Business Banking, Personal Banking, Treasury, Audit, IT, Credit, ERM and Bancassurance)	External <ul style="list-style-type: none"> Interswitch NLS/INTELLIMATCH URA External auditors MTN, Airtel Bank Customers

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
<ul style="list-style-type: none"> Operational

Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
1- 2 weeks

Ideal Job Specifications
Academic: <ul style="list-style-type: none"> University Degree in Business related studies or equivalent Professional:

Ideal Job Specifications

- CPA will be an added advantage

Desired work experience:

- At least 2 years' experience in banking operations,
- Experience in internal accounts reconciliations is an added advantage
- A working knowledge of a bank's operating systems, controls and general banking
- Knowledge of regulatory and statutory requirements
- Practical experience in use of relevant MS Office applications
- Competency in the use of INTELLIMATCH and T24 bank systems

Ideal Job competencies

Technical Competencies

- **Knowledge** and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- **Technical skills** to effectively perform or guide performance of reconciliations in a manner that consistently produces high quality of service.
- **Performance Management skills** to optimize employee productivity.
- **Interpersonal skills** to effectively collaborate with internal customers and stakeholders whilst also working independently
- **Analytical skills** that will help to assess processes, identify and implement improvements for control and efficiency gains.
- **Leadership** skills to motivate and empower the team to reach organizational goals

Behavioural Competencies

- **Planning and organizing:** Able to make the best use of available resources to achieve desired results especially departmental objectives. The role requires one to keep track of progress on tasks and projects against plans and build contingencies and risk management plans to allow for unexpected events.
- **Action Oriented:** Be able to originate action rather than waiting for others to do so. Able to take action to improve progress without prompting.
- **Problem solving:** Seeks to identify the root cause of problems and explore a range of possible solutions. Makes timely decisions based on reliable sources of information and seeks and obtains the views of others where appropriate to assist in making objective decisions.
- **Communication** Ability to present ideas in a clear and concise manner when communicating. Responding to objections raised in a considerate and convincing manner and check to ensure that information has been understood
- **Commercial Awareness:** Demonstrates an understanding on how key business issues affect profitability of the bank. Recognises the commercial implication of different courses of action and demonstrates an understanding of the market which the bank operates.

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