JOB DESCRIPTION

Job Title:	Manager, Internal Controls	Reports to:	Head of Operations
Unit:	Operations	Department:	Technology and Operations
Grade:	Band 5	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
The purpose of this role is to perform internal controls reviews in order to ensure adherence to established procedures and controls and to identify process improvements in the bank's operations units and branches contributing to maintaining a strong control environment.
The role involves monitoring any open control issues and ensuring they are closed satisfactorily within the set deadlines preventing crystallization of losses and highlighting to senior management all concerns arising from failure of controls that could result in potential or actual losses.
The role shall also be responsible for coordinating Business Continuity Program within the Bank.

Key Accountabilities (Duties and Responsibilities)		
Perspective	**% Weighting** *(to add up to 100%)*	**Output**
Operational Risk Management	40%	• On a continual basis, carry out control assessments within Branches and Central Operations and provide assurance to the first line management on the effectiveness of the controls assessments across the bank • Identify and communicate internal control risk through the collection and analysis of internal control evidence. • Work collaboratively with business process owners to implement and monitor remediation efforts that result

		from internal control assessment, ensuring the effective implementation of corrective actions. • Tracking exceptions highlighted during the reviews to ensure they are closed satisfactorily within the set time frames. • Pursue the development of effective controls by deploying continuous improvement techniques and partner with the business to determine the appropriate key control activities. Focusing on preventive controls as well as detective controls. • Collect data to identify root cause of problems, identify trends, formulate solutions and escalate potential issues as necessary. • As a subject matter expert, provide guidance on control issues to all the business units • Assess regularly existing business key controls against the risk control expectations to assess the level of control effectiveness, efficiency and relevance in risk mitigation. • Report risk events, policy deviations, risk exceptions, and engage appropriate stakeholders on timely remedial actions; escalate key risk situations that pose significant risk.
Business Continuity Management	40%	• Establishing the strategic objectives of the crisis or incident response. • Devising short, medium, and long-term strategies for business continuity. • Resolving implementation issues or resource conflicts noted during exercises. • Identifying and documenting priority processes and procedures. • Sponsorship of the Business Recovery programme including participation in organisation-wide tests and exercises. • Ensure the integration of the organisation's BCM into its business processes and promoting the continuous improvement of the organisation's BCM. • Check that the BCP/DRP is reviewed at least annually, though the frequency may be modified to consider changes in the business strategy • Organising quarterly Crisis Management • Preparation of BOT BCM quarterly reports
Process Improvements	20%	• Participate in process reviews and support process improvement initiatives to ensure appropriate controls are implemented as well as carry trainings and awareness sessions within the group. • Actively participate in the deployment and review of policies, procedures, business process, and system

		implementation ensuring that proper controls are embedded. • Train the 'Process owners' and 'Control owners' on concepts related to risks, controls and specific operating processes • Use SLA measurement tools to continually evaluate quality of all business support processes with the aim of enhancing performance and productivity

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 Branch leadership IT Operational Risk Internal Audit Projects Management Regional Operations	External External Auditors Regulator

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.*
Operational & Managerial

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

Ideal Job Specifications
Academic:

Ideal Job Specifications
• Bachelor's Degree from a recognized University Professional Qualifications: • Proficient in computer skills • A good understanding of all core processes and knowledge of regulatory and statutory requirements • A risk, compliance or audit related professional qualification as an added advantage Desired work experience: • Minimum 6 years' experience in Banking, 4 of which should have been in Operations or risk department

NCBA Bank Core Value Behaviours (Performance Drivers)
• Responsiveness – Speed, Simplicity, Innovation and Customer focus • Driven – By Being decisive, passionate & bold • Open – Honest, transparent and inclusive • Trusted – Teamwork, Integrity and accountability

Ideal Job competencies

Technical Competencies	
MS skills	• Advanced computer application skills to perform analytical reviews, reconciliations and reports within tight deadlines.
Conceptual and Analytical Skills	• Good conceptual, analytical and evaluating skills, ability to conduct independent analysis, identify issues, carry out negotiations and formulate and make recommendations.
Banking, compliance and regulatory knowledge	• Possess knowledge in operational risk, regulatory and statutory requirements, product and end-to-end operations procedures and process.

Behavioural Competencies	
Leadership skills	• Ability to work independently with a high degree of Initiative/Proactivity

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Communication Skills	• Excellent communication skills both written and oral, including the ability to convey ideas and positions clearly.
Planning and organizing	• Ability to establish priorities, plan, coordinate and monitor own work plan
Self-confidence	• Ability to be firm and authoritative while maintaining empathy when conducting exit interviews as part of the review process