


**JOB OPPORTUNITY**

<b>Job Title</b>	<b>Manager, Operations Control</b>
<b>JOB FAMILY</b>	<b>Engineering</b>
<b>SBG Grade</b>	<b>TBC</b>
<b>Reports to</b>	<b>Chief Operating officer</b>
<b>Location</b>	<b>Juba</b>
<b>Purpose of the job</b>	This role is to support branches in mitigating operational, compliance, reputational and legal risk by regularly monitoring the control and routine standards according to the ROA Control framework.

50-H-3 - Labour  
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 27 JAN 2023  
 27 JAN 2023



<b>Key Activities</b>	
<b>1. Monitors Loss controls in branches</b>	<ul style="list-style-type: none"> <li>Identify major operational risks affecting branches and take the necessary monitoring steps to reduce risk,</li> <li>Conduct root cause analysis to detect control failures so that recommendations are provided and implemented to reduce, mitigate, transfer or remove risk.</li> <li>Monitor the routine standards in the reconciliations of branch suspense accounts.</li> <li>Monitor branch routine standards for tellers and digital channels.</li> <li>Monitor the implementation of controls for fraud incidents.</li> <li>Monitor the effectiveness of delivery of service on reported operational loss incidents as reported by business units and provide guidance to the business on detection, prevention and recovery of losses where possible</li> </ul>
<b>2. Performs independent assurance of routine standards</b>	<ul style="list-style-type: none"> <li>Conduct regular operational risk assessments for branches.</li> <li>Monitor and ensure that there is adherence and implementation of levels and limits of authority within the branch networks.</li> <li>Monitor consistency in disciplinary actions across PBB.</li> <li>Follow and monitor the implementation of recommendations from Financial Crime Control.</li> <li>Perform regular checks on branch operations and cash holdings to test adherence to standards and procedures.</li> </ul>
<b>3. Checking Routine Standards and Control framework</b>	<ul style="list-style-type: none"> <li>Implement an internal control framework to effectively recognise and assess all operational risks that could adversely affect the profitability of the bank.</li> <li>Capturing the key controls and all important quantitative and qualitative assessments of the control profile are properly represented in the MI Dashboard reporting for ROA Control.</li> <li>Support business unit management in implementing correctly calibrated Key Risk Indicators to facilitate timely reporting of losses, incidents and early warning signals.</li> <li>Challenge and validate Risk Control and Self Assessments</li> </ul>
<b>4. Monitoring Business Continuity Management</b>	<ul style="list-style-type: none"> <li>Support Operations Control Directive and Regulatory teams in progressing the deployment and maintenance of BCM capabilities to ensure the bank is protected from abnormal events.</li> <li>Ensure PBB business units have current BCM documentation each year which suits routine control standards.</li> <li>Monitors sign off and track BCM findings from simulations and evacuations executed.</li> </ul>
<b>5. Examining soundness of Compliance framework</b>	<ul style="list-style-type: none"> <li>Work within country compliance team to ensure that management of business units are aware of any regulatory changes that affect branch networks.</li> <li>Work with the local GRG teams to ensure that any changes in processes, policies and procedures are updated for the branch network.</li> <li>Ensure GRG for branches is updated in accordance with group standards.</li> <li>Monitor branches operations in accordance to GRG and routine standards.</li> <li>Monitoring KYC compliance by ensuring that account origination processes for customer on boarding are within routine standards.</li> </ul>

## Qualifications and Experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>A bachelor's degree in Commerce, Business, Finance and Accounting or any related field</li> <li>Should have detailed knowledge of retail banking operations, products, systems, processes, and routine standards. Should have worked in a Branch Control environment</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>The ideal candidate should have 1- 2 years' experience and knowledge in risk control systems, compliance and the implementation of integrated operational risk frameworks especially with a bias towards Personal and Business Banking</li> <li>Demonstrate an ability to provide an independent assessment of controls, reconciliations and operations standards for branch operations</li> </ul>

### TECHNICAL CAPABILITIES

- The ability to coordinate multiple administrative activities to enable the efficient operations of a department
- The ability to analyse process controls for effectiveness from a design and implementation perspective
- Examines activities, resources & behaviours to ensure process steps and desired control measures are implemented
- The ability to create mechanisms to ensure that designed processes are implemented correctly and that process changes are made thoughtfully and taking into consideration the impacts on people, other processes and technology

### BEHAVIOURAL COMPETENCIES

- Checking Details** – This competency is concerned with the careful checking and confirmation of details in a task. Another behavior associated with the “Checking Details” competency is being accurate. Being accurate requires individuals to have a strong quality orientation as well as to be thorough and detailed in their approach when completing tasks in order to avoid making mistakes
- Documenting Facts** - This emphasises logical reasoning, specifically when referring to an individuals' understanding of information and the clear communication of such information in writing. Logical reasoning is supported by a fact based or objective approach
- Examining Information** - This competency serves to aid effective problem solving and requires being effective at probing and analysing situations efficiently and accurately. This competency is important because without sufficient analysis, effective solutions become less probable. In addition, poor analysis makes it more likely that individuals become confused and anxious, bored, error prone or overwhelmed by detail, which also impacts negatively on successful problem solving
- Following Procedures** - The important behaviours associated with “Following Procedures” in the organisation include adhering to rules, following instructions and being risk averse.
- Upholding Standards** - “Upholding Standards” within the organisation is important for ensuring that high quality products and services are provided as well as for ensuring that trust is created and maintained. Individuals need to focus on developing proper and discreet behaviour and to honour their commitments in order to be effective at demonstrating this competency.
- Providing Insights** - This dimension is about providing insight with regards to aspects that are likely to have an impact on the organisation. It is about making it clear to others what the implications of internal and external organisational environmental factors and processes are on the competitive position of the organisation. “Providing Insights” should be done with a focus on improving the situation
- Meeting Timescales** - This competency involves individuals adhering to time scales and meeting deadlines. The focus is therefore on being reliable at completing tasks and being punctual
- Team Working** - This competency is about working well in a team. In order to develop this competency, individuals are encouraged to acknowledge the views and contributions of others, and to involve others in decision-making.

### APPLICATION PROCESS

If you believe you are the right candidate for this post, please email your application/ CV and other accompanying academic documents and South Sudanese Nationality Certificate to [sakondoa@stanbic.com](mailto:sakondoa@stanbic.com) not later than **16<sup>th</sup> February 2023 at 5:00 PM**. Or by hand delivery to Human Resources Manager, Stanbic Bank Limited, West Yat Business Centre, Airport Road, Tongging/ P.O.BOX 630 Juba South Sudan

### Important Note:

- This position is only open to South Sudanese nationals
- Stanbic is an Equal Opportunity employer
- We thank you for your interest to work for Stanbic Bank Limited, however, note that only shortlisted candidates shall be contacted for interviews

