


### Exciting Opportunity!

<b>Job Title:</b>	Head Technology, Operations and Enterprise Projects
<b>Reports to:</b>	Managing Director
<b>Division:</b>	Technology, Operations & Enterprise Projects
<b>Organization:</b>	 <b>NCBA</b>
<b>Application Details:</b>	Please send your cover letter, CV, and Transcripts to <a href="mailto:vkatingye@steadmanglobal.com">vkatingye@steadmanglobal.com</a> before the end of day Thursday 28th July 2022

#### 1. About NCBA Bank

NCBA Bank Uganda is a retail financial services provider in Uganda, focusing on meeting the banking needs of small and medium enterprises and large corporations. Formed by a merger of NIC Bank and CBA Bank, it is one of the largest banking institutions in East Africa and aims to be a true market leader in Corporate Banking, Asset Finance, and Digital Banking

#### 2. The Position

The position holder is responsible for the overall Planning, directing, and managing of all the aspects of Technology, Operations, Customer Experience, Procurement & Vendor Management, Properties & Facilities Management, Internal control assurance and Security & investigation

#### 3. Key Responsibilities

The responsibilities for this role include:

- i. Coordinate and deliver the annual division budget that maximizes revenue and minimize cost.
- ii. Accountable for appropriate expenditure and effective cost management for the Division.
- iii. Support business growth and development through well-structured business operational plans specifically through cross selling, referrals and opportunities.
- iv. Oversee the Customer Experience function of the bank.
- v. Work closely with key business functions to agree Service Levels, report on service delivery and manage service requests effectively and in accordance with strategy, standards and standard processes.
- vi. Responsible for delivery of reliable services to the business in a stable, secure and controlled environment in accordance with agreed Service Level Agreements and within agreed costs.
- vii. Manage and oversee key business relationships with key suppliers to ensure that services/products procured meet the quality and brand standard in a cost effective manner.
- viii. Deliver year on year service improvements and cost reduction.
- ix. Responsible for formulation, implementation of the overall Business continuity of the Bank. Accountable for setting up, testing and maintenance of the Bank's Disaster Recovery and Business continuity plans for continuous customer service

- x. Ensure that the managed team functions and units adopt all Bank policies, processes & standards; and respond to all internal and external reports.
- xi. Represent the Bank in key Banking Industry committees for thought leadership and to ensure bank's interests are well presented.
- xii. Responsible for the delivery of all change projects in the country.
- xiii. Ensure that the division is fully resourced, supports the business strategy and responds to business needs
- xiv. As part of Executive Committee, Support in the overall management of the bank's business.
- xv. Be an integral part of Bank's operations community, working with operations and business personnel to support the implementation and management of the Bank's systems, initiatives and operations
- xvi. Primary accountability for all daily operational activity in the country; directly managed, outsourced to Shared Service Centre, outsourced externally, or managed by a Group partner.
- xvii. Accountable for procurement and vendor management processes.
- xviii. Accountable for the security of the Bank's assets, staff and customers' within the bank's premises.
- xix. Ensure management of operational risks as a key member of the Risk Management Committee.
- xx. Oversee and provide relevant input into business projects and Group-wide developments.
- xxi. Represent Technology, Operations and Enterprise Projects in all relevant internal committees as per mandate or by invitation.
- xxii. Sponsor and strongly promote continuous improvement in managed team performance disciplines.
- xxiii. Ensure achievement of at least 40 hours of learning/training for self through E-learning, Internal & External training activities and also attend targeted continuous professional development course.
- xxiv. Ensure that all division staff are managed according to the Bank's HR processes and are trained to meet their specific job purpose.