



1. Audit Manager Credit (1 Position(s))

Job Location: Head Office

Job Purpose:

Assisting Senior Audit Managers by supervising planning, on the field execution and reporting of credit audits and any other audit engagements assigned. The position is also responsible for assisting the Senior Managers in ensuring that key risks (including fraud risks) and controls relating to credit operations are well understood by the audit team. The position is also responsible to ensure that the audit team understands the audit tests to be performed and documentation expected throughout the audit lifecycle (scoping, understanding processes, identifying risks and controls, and assessing controls) for supporting conclusions drawn.

Main Responsibilities:

Audit Delivery & stakeholders management

- Receive input on risks (including fraud risks) related to credit operations from various parties such as Zonal Managers, Head of Credit, Head of Compliance and Head of Risk.
- Review previous branch audit reports to identify areas of focus on credit operations.
- In consultation with Senior Audit Managers, review branch risk assessment and audit programs related to credit operations for change or improvements, if any.
- Lead fraud risk assessments based on previous fraud cases or scenario planning ensuring adequacy of controls is assessed in those areas and tests are designed to test the effectiveness of identified key controls in either preventing or detecting fraud risks for credit operations.
- Obtain and review all communications issued for branch operations relating to credit operations such as circulars, new procedures, new products and discuss with Senior Managers their impact on the audit process and controls.
- Perform benchmarking of high-risk credit processes of branch operations of the bank with those of the best in the industry for identifying any gaps in NMB branch processes which need improvement to strengthen the control environment of the bank.
- Review repeat issues reported in branch credit reviews focusing on understanding the root cause for recurrence of the issues.
- Map or review key processes of branch and HO credit operations and sharing with audit teams key risk areas in those processes.
- Develop and sharing with the audit team key fraud indicators of credit operations at both branches and Head Office.

- Responsible for the field supervision of branches audits which entails the review of working papers, Management letters and leading discussion with the business.
- Regular review of key branch operations controls relating to credit that are exercised at Head Office.
- Ensure audits are carried out in line with International Standards for the Professional Practice of Internal Auditing as issued from time to time by the Institute of Internal Auditors.
- Guide Auditors on report writing focusing on root cause identification, developing recommendations that address the root causes.

Management and Leadership

- Provide leadership to auditors by mentoring and coaching, providing constructive feedback including formal performance management to ensure personal and professional growth of auditors under his/her supervision and mentorship.
- Provide regular training to auditors on areas that need improvement in credit reviews; and
- Manage audit teams and ensure audits progress as planned as regards scope, budget, and timetable.

Knowledge Management

- Improve technical knowledge as well as soft skills through self-learning or training including mandatory CPE requirements.
- Be an expert in credit operations and share knowledge with the audit team and peers in the business through presentations.

Knowledge and Skills:

- Knowledge of risks and controls related to credit operations in a bank.
- Sound communications skills both written and oral
- Knowledge of applying internal audit standards (IPPF) to perform value adding internal audits.
- Knowledge of BOT regulations guiding credit processes.
- Leadership skills in particular ability to lead and motivate teams towards a common goal.
- Mastery in using audit tools such as ACL, IDEA, Microsoft Visio etc.

Qualifications and Experience:

- Bachelor's degree in business related fields from a recognized institution and possession of professional auditing or accounting qualification i.e., CIA, CPA, CISA, ACCA or equivalent
- A post graduate degree in business or finance is an added advantage.
- At least 5 years' experience in audit 3 of which should be at a managerial, supervisory or team leader level in a bank or an audit firm.

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Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 07-May-2024

Job closing date : 21-May-2024

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2. Re-Advertisement - Head; Software Engineering (1 Position(s))

Job Location :

Head Office, Hq

Job Purpose:

Driving strategy and agile execution of software engineering initiatives while ensuring developed software meets the highest standards of quality, scalability, and security.

Main Responsibilities:

Team Leadership, Strategy & Planning

- Lead and manage a team of talented senior managers, managers, and software developers, providing guidance, mentorship, and support to ensure the teams success in delivering high-quality software solutions.
- Lead and manage the Software Development Houses and their resources used by / working with the bank in carrying out various software development engagements and projects.
- Establish and drive the Software Engineering strategy within the bank, enabling the bank to gain digital value creation with high pace, quality, and agility.
- Plan for team growth considering the blend/level of skills required within the time while also remaining on top of staff resourcing.
- Strategically oversee both product and bespoke code base platform definition and implementation, while managing and supporting the inherited legacy code bases.
- Continuously review project progress and the performance of all team members while offering coaching and performance management where necessary.
- Facilitate technology and methodology decision-making throughout the team, including standardization of system architecture, reusable code base development, versions of software tools, best practices, source control, and deployment processes.
- Make sure that all training and support that team members require is delivered internally or externally.
- Provide relevant advice and recommendations to the bank's management on all matters pertaining to software development.

Software Development & Quality Assurance

- Keep up to date and ensure the entire team is kept up to date with the latest software development technologies and methodologies.
- Drive consistent Software Engineering standards and approaches throughout the team.

- Drive delivery of well-written, clean, healthy, well-structured, well-tested, and well-documented code that is consistently error-free.
- Build future-proof reusable core code libraries, which can be shared, in order to drive further efficiencies throughout the team.
- Oversee the software quality assurance by ensuring software testing strategies and plans are defined, and executed, defects are reported, tracked using bug-tracking systems (e.g. Bugzilla, Mantis etc.), and appropriately remediated.
- Lead and drive systems and process automation within the bank using artificial intelligence (AI), robotics, chatbots, etc. to offer digital self-services and seamless experience to customers.

Communication and Problem Solving

- Take control over critical support instances and put into place the correct escalation and process to manage and resolve the issues as soon as possible.
- Encourage proactive discussions with various stakeholders including business units, and other technology functions.
- Instigate cross-team ideas and initiatives – to bring products and services together.

Technical Support

- Support the Bank's business development engagements with pre-sale activities, contributing to RFPs where appropriate and assisting in large pitches to potential clients where required.
- Oversee the technical strategy and implementation of our own internal development stream activities – to make sure they apply to the same standards that we would expect for client work.
- Govern, oversee, and drive DevOps adoption and implementation with the bank to offer secure continuous delivery of technology services.

Knowledge and Skills:

- In-depth knowledge of Software development and delivery practices and methodologies including Agile, DevOps, and CI/CD.
- Extensive knowledge of Software Quality Assurance approaches.
- In-depth knowledge of various Software Engineering technology stack and associated tools.
- Highly numerate and literate, with the ability to produce top-quality written specifications and strategy and implementation communication.
- Proactive and highly organized, with strong time management and planning skills
- Able to meet tight deadlines and remain calm under pressure.
- Ability to multi-task and stay organized in a dynamic work environment.
- Innovative and creative, with a concise, precise, and effective approach to problem-solving and the ability to develop, deliver and evaluate brilliant ideas founded on rock-solid strategic thinking.
- Strong Leadership, professional attitude – and leading by example.
- Bright, highly self-motivated, and driven.

Qualifications and Experience:

- Bachelor's degree in Computer Science / Engineering, Software Engineering, or a related field.
- Master's degree in relevant field is an added advantage
- A senior-level software developer with strong and successful technical lead experience of at least seven (7) years.

- Experience in leading a team of developers for at least 3 years
- Passionate about Software Development, with a general thirst for digital knowledge and a significant interest in new emerging technologies
- Experience in advising key stakeholders at senior and EXCO levels.
- Advanced level (knowledge and experience) of programming languages and methodologies
- Experience in managing, directing, and motivating staff to deliver projects with stretching scope and objectives.

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3. Technology Vendor Management Specialist (1 Position(s))

Job Location :

Head Office, Hq

Job Purpose:

Responsible for overseeing the entire vendor relationship for all Technology contracts ensuring vendor performance, and relationships, and managing end-to-end risk associated with Technology vendors to ensure the bank extracts the most value from the Investment.

Main Responsibilities:

- Develop and standardize technology vendor performance management program.
- Develop a structured IT vendor performance management framework.
- Develop vendor management scorecards and dashboards.
- Build and maintain strong, collaborative relationships with key technology vendor contacts.
- Proactively manage vendor performance to ensure they meet agreed-upon service levels.
- Track and monitor vendor performance against KPIs (Key Performance Indicators).
- Identify and address any performance issues promptly.
- Generate reports on vendor performance for internal stakeholders.
- Work with internal teams to ensure efficient use of vendor services.

- Work with internal Technology teams to define and communicate technology requirements to vendors.

Knowledge and Skills:

- A solid understanding of IT and technology trends.
- Procurement & contract management knowledge
- Legal & compliance knowledge
- Financial acumen
- Able to understand contract risks and to work with other parts of the organization in crafting tactics and strategies for risk mitigation.
- Knowledge of contracting trends, licensing models, and traditional and emerging contract and vendor performance models.
- Knowledge of best practices for IT contract negotiation tactics and strategies.
- Strong planning and organizing skills.
- Ability to communicate clearly, pleasantly, and confidently with technology management stakeholders both orally and written.
- Ability to work on own initiative and be self-driven, prioritizing work with minimum supervision and working to deliver.
- Demonstrates strong analytical, problem-solving, coordination, and decision-making abilities.
- Team player that motivates and educates other team members/change stakeholders.
- Ability to interact with all levels of management, staff, and vendors.

Qualifications and Experience:

- Bachelor's degree in information technology or supply chain management/ or Bachelor of Laws (LLB).
- Preferred professional certificate in vendor/contracts management.
- Minimum of 2 years' experience in vendor and contract management specific in technology domain.

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