

Assistant Manager, Operational Risk



Job details

Job Title: Assistant Manager, Operational Risk

Department/Office: Enterprise Risk

Supervisor/Manager Title: Head, Enterprise Risk

Grade:

Positions reporting to this job: 1
Operational Risk Officer

Job Purpose

Spearheading Operational Risk Management through risk identification, analysis, control and reporting in line with BOA Kenya's Risk Management Framework.

Ensuring Business Continuity.

Responsibilities and Accountabilities

1. Implementation of the Risk Management Framework and Governance through:

- a) Policies formulation and review for the various bank's units
- b) Attendance to the various Operational risk related Committees as per the terms of reference.

2. Operational Risk management (Risk Identification, analysis, and control) by:

- a) Update of the Operational Risk register through the annual process analysis and risk mapping. Follow up on agreed action points for risk mitigation.
- b) Review of risk events for risk identification, root cause analysis and follow up for implementation of agreed mitigants.
- c) Escalation of key operational risks for intervention by management.
- d) Review of Key Risk Indicators (KRIs) and trend analysis for decision making.

- e) 3rd party risk assessment: Review of 3rd party risk and recommendations to reduce the level of risks.
- f) Review of new products/ Process and recommendation on respective mitigants.
- g) Review of data collection synergy reports for trend analysis and corrective actions.
- h) Review of analysis on Industry/market trends for decision making by Management.
- i) Conducting quarterly staff trainings and sensitization on Risk Management.

3. Reputational Risk Management through:

- a) Review of media mention and assessment of the impact.
- b) Trend analysis on industry trends for informed decision making.

4. Business Continuity Management (Implementation and monitoring of Business Continuity Plan through:

- a) Implementation of BCP Convergence requirements as outlined in the Business Continuity plan.
- b) Review of Risk Assessment of all Branches, Head Office, Central Archive, Central Cash and BCP site and follow up for implementation of recommendations.
- c) Review of Business Impact Analysis for bank processes and follow closure of identified gaps.
- d) Annual Testing of Hot and Cold sites to ensure continuity of business operations in the event of a disaster.
- e) Conducting quarterly staff trainings and creating awareness on Business Continuity.
- f) Annual review and update of Business Continuity procedures.

5. Customer Service and support on Internal clients

- a) Second level check on executed profile requests (Igor and M-pesa) in adherence to the internal SLA.
- b) Monthly review for update of profiles in relation to staff movements.
- c) Review of Audit Confirmations for accuracy of details and adherence to the Service Level Agreements (SLA).

6. Group and Local reporting:

- a) Quarterly Board Input on Operational Risk
- b) Review of monthly and quarterly reports and ensure submission to the Group in time.
- c) Quarterly internal reporting to the Operational Risk Committee.

Key Performance Indicators

- Review and update the 6 BCP procedures(annually) and all other Bank policies (every 2 years or when need arises).
- Continuous monthly and comprehensive annual update of the Bank's risk register with newly identified risks.
- Annual testing of the Business continuity plan.
- 100% Adherence to Service level agreements to internal & external customers
- Quarterly staff training on BCP and Risk Management.
- Risk Assessment on all new products and tracking of identified risks for remediation.

Minimum Requirements

- University Degree preferably in Business related field from recognized institution by Commission for University Education.
- Knowledge and Experience in Branch Operations, Central & Global Operations, Credit and Treasury.
- Minimum 6 years' banking experience with a good understanding of Bank policies, procedures, and external regulations.
- Professional Qualification in CPA/ CIA/ ACCA/ APRM/ CRA / PRM/ FRM is an added advantage.

Competencies and Attributes

- **Analytical Skills** - Ability to work with data and identify patterns and trends to draw meaningful conclusion that ensure efficiency and value add.
- **Problem solving and Decision making** - Ability to analyse and define a problem, evaluate alternatives, find efficient solutions, and make optimal desirable choices.
- **Good Communication** - Concise written and verbal communication that effectively conveys relevant information to stakeholders.
- **Continuous professional learning** – Ability to continuously acquire knowledge and updates with current happening/ new industry developments.

Relationships and working contacts

Internal Stakeholders: Staff, Management & Group

External Stakeholders: Service providers, Customers, Central bank of Kenya, Government agencies.

Work Environment

Office set up.

Application Criteria

Send your Current CV and brief application Letter to recruitment@boakenya.com. Application deadline is October 7th, 2022.

