



1. Head; HR Business Partnering (1 Position(s))

Job Location : Head Office

Job Purpose:

- Provide HR guidance, direction, and influence in the achievement of business goals and objectives; implementing an effective people strategy and fostering a culture where employees feel engaged, valued, and excel in contributing to the overall mission of the organization.
- Leads collaboration with the wider HR function to identify, design and deliver appropriate solutions and HR interventions and deploy into the relevant business areas.

Main Responsibilities:

- Partner with the senior leadership team to define and execute the bank's business strategy that enables alignment and growth for the business and ensures that all strategies implemented are aligned with the overall business priorities and goals.
- Work collaboratively with functional and departmental leaders to ensure they have optimum plans in place to achieve their business objectives including effective headcount management and planning support.
- Take lead in workforce planning during budgeting period. Work closely with functional and departmental leaders on an effective headcount planning.
- Develop and implement HR plans for assigned business units in conjunction with the respective Human Resources leaders; ensures plans are effectively implemented and make revisions/modifications as appropriate.
- Develop the strategy for Talent Acquisition, in line with NMB's strategy in acquiring best talents within and from the market.
- Oversee and manage the overall performance management across, ensuring that goals and objectives are set on-time while optimizing processes, monitoring key performance indicators, and implementing strategies to enhance overall performance and productivity.
- Always maintain a full perspective of the business, placing emphasis on talent management, employee relations, policies, and people management procedures in application across the bank.
- Provide timely information on people issues to the Chief Human Resource, and solutions on how and when to resolve.
- Continuously gather evidence to determine the value the bank is delivering today, and needs to deliver in the future, and put in place the necessary strategies and frameworks to maintain and grow positive employee engagement.

- Hierarchically and functionally manage the HRBP unit, ensuring that the team is equipped with the right skills, tools, and capability necessary for executing their duties.

Knowledge and Skills:

- Understanding of external customer trends and issues in the industry that could potentially impact business.
- Business acumen.
- Strong understanding of change management and process excellence principles; application of these principles to solving complex business problems
- Broad business and financial understanding and the ability to apply to human capital implications.
- All rounded HR practitioner who engages with stakeholders at the highest levels across the organization.
- Ability to provide insight regarding people, organizational dynamics, and the business.
- Ability to recognize and effectively balance the group's interests with the needs of the bank.
- Multitasking and Customer focused.
- Demonstrated ability to invite diverse perspectives, promote a diverse and inclusive work environment and support workforce diversity.

Qualifications and Experience:

- Bachelor's degree in Human Resource Management, Political Science, Public Administration or a closely related field.
- Master's degree and/or HR Professional certification are an added advantage.
- At least 10 years of demonstrated experience in a Human Resources function.
- 5 years' experience in a Human Resource Business Partnering role.
- 3 years' experience in a leadership role and supporting management.
- 2 years' experience in banking or financial institutions is preferred.

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.

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 : 14-Jun-2024

Job closing date : 28-Jun-2024

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2. Specialist; Technology Quality Assurance (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Handle quality assurance and performance for technology products and services including planning, testing/measuring, maintenance, insights, and reporting to ensure continuous quality improvement of technology products and services.

Main Responsibilities:

- Tracking, advising, and monitoring of IT-related issues from different committees of the Bank.
- Track customer experiences across online and offline channels, and touchpoints for technology products and services.
- Conduct gap analysis for technology products and services against other key players and provide insights/report to the Technology management.
- Monitor and prepare weekly reports on the performance of technology products and services
- Manage testing procedures for all technology-driven changes to ensure technology products and services are not negatively impacted.
- Analyze deficiencies in technology products and services or performance and recommend required improvement.
- Monitor and track internal and external technology service and operational level agreements.
- Ensure compliance with internal policies and external policies/regulatory requirements for technology products and services.
- Documenting and reporting product or service quality levels

Knowledge and Skills:

- Knowledge of product testing and simulation to reflect user behavior
- Knowledge of IT services monitoring and product quality assurance
- Knowledge of technology risk management
- Knowledge of IT infrastructure and applications.
- Technical knowledge of information technology operation and planning aspect
- Analytical, problem-solving, and coordination skills
- Systems KPIs performance analysis skills
- Surveys, benchmarking, VOC metrics formulation, analysis, and reporting
- Excellent written and oral communication skills
- Time management skills
- Ability to work on own initiative and be self-driven, prioritizing work with minimum supervision and working under pressure.
- Ability to interact with technology management, staff, and vendors.

Qualifications and Experience:

- Bachelor's Degree in Computer Science/ Electronics/ Computer Engineering/ Computer Applications
- IT Services Management Certification; Agile scrum master Certification
- 3 years of experience in technology or services quality assurance
- 2 experience in a large financial and customer-centric organization

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Only shortlisted candidates will be contacted.

Job opening date : 05-Jun-2024

Job closing date : 19-Jun-2024

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