



1. JOB TITLE: Credit Operations Officer; Wholesale and SMEs (1 Position(s))

Job Location : Head Office

Job Purpose:

Responsible for ensuring accuracy and timely disbursement of both wholesale and SME loans (Secured) and related credit operations to minimize risks while maintaining quality of the loan book; Ensure all booked loans are in line with credit policies and procedures.

Main Responsibilities:

- Support the management in ensuring that all the agreed SLAs with business are met and ensure continued customer satisfaction while reducing risks and maintaining book quality.
- Maintain portfolio quality on agreed thresholds by ensuring loans are disbursed in accordance with agreed SLAs and accuracy.
- Ensure that the daily logs of disbursement are done as per SLA.
- Receive allocated logs of pending applications and ensure disbursement is done in accordance with the credit policy and procedure per product.
- Advise the management on gaps and arrears that need improvement to attain efficiency and accuracy in his/her daily work.
- Review the allocated drawdowns and ensure completion before disbursement.
- Create, extend and amend all overdraft limits as per credit approval and customer requests.
- On a daily basis ensure disbursement of all loans submitted from business is being done within agreed SLA.
- Verify and ensure customer data are correctly captured in the core banking system and loan management system before disbursement.
- Time to time analysis of the existing disbursement checklist and advice management on gaps or improvement.
- Timely amendment of accounts wrongly booked and approved for amendment from credit administration, business banking and consumer banking.
- Timely reporting of suspicious transactions, application, risk events and incidences as per the procedure.
- Validate and create limits for the credit card after approval.

Knowledge and Skills:

- Operational understanding of the loan circle, NMB lending policies and loan products,
- **Technical** Core banking system and Computer literacy (Excel application is crucial), Data analysis
- **Behavioral** Time Management, Teamwork, attention to details, taking initiatives.

Qualifications and Experience:

- Bachelor's degree in Banking, Finance, Commerce, Accounting, Economics, or related fields. Banking operations certification is an added advantage
- Banking experience of more than 4 years in Credit Operations preferably in Wholesale operations.

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 : 15-May-2025

Job closing date : 29-May-2025

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2. JOB TITLE: Manager; Technology Governance & Controls (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

This role is responsible for developing, implementing, and managing a comprehensive Technology governance and risk management program to protect the banks sensitive data and ensure compliance with regulatory requirements, including those related to emerging technologies.

Main Responsibilities:

- Oversee the implementation of governance frameworks and initiatives, monitoring progress and ensuring successful outcomes.

- Define and implement a comprehensive KPI framework to strategically measure and report on the effectiveness of all technology governance programs.
- Develop, implement, and maintain a comprehensive technology governance strategy aligned with departmental & organizational goals.
- Provide strategic direction for the development, implementation, and reviews of technology policies, standards, and procedures.
- Manage & lead the identification, assessment, and mitigation of cybersecurity risks, including vulnerability assessments, penetration testing, and risk analysis.
- Lead the development and implementation of a comprehensive technology vendor risk management program.
- Manage and lead privacy impact assessments for existing systems, new projects, and new technologies to ensure compliance with local and international data privacy regulations.
- Provide regular reports to senior management on governance, risk, and compliance for Technology.
- Manage engagement and provide collaboration with Technology, Business, Risk, Compliance, auditors (Internal & External) and other stakeholders.
- Lead and mentor a team of technology governance specialists, fostering a collaborative and high-performing environment.
- Delegate tasks effectively, manage workloads, and ensure efficient team operations.
- Establish clear performance expectations, provide regular feedback, and conduct performance reviews.
- Continuously evaluate and improve governance processes and procedures, identifying opportunities for optimization and efficiency.

Knowledge and Skills:

- Deep understanding of industry-standard frameworks like COBIT, ISO 27001, and NIST Cybersecurity Framework.
- Knowledge of data privacy principles and practices, including data protection, privacy impact assessments, and data subject rights.
- Expertise in risk assessment methodologies, risk mitigation strategies, and risk monitoring techniques.
- Strong understanding of cybersecurity threats, vulnerabilities, and controls.
- Knowledge of vendor risk management principles, due diligence processes, and contract management.
- Awareness of emerging technologies and their potential impact on Technology governance and risk.
- Financial Acumen
- Strategic thinking and planning
- Leadership and team management
- Time management skills
- Ability to communicate, 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.
- Demonstrate strong analytical, problem-solving, coordination, and decision-making abilities.
- Ability to interact with all levels of management, staff, and vendors.

Qualifications and Experience:

- Bachelor's degree in computer science, Information Technology, or related field
- Preferred professional certificate in Technology risk management.
- CISA, CGEIT, CRISC, CISSP, and CIPP are highly recommended for this role
- 3 years of experience in Technology Risk Management.
- 3 years of experience in Leadership position.

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Only shortlisted candidates will be contacted.

Job opening date : 16-May-2025

Job closing date : 30-May-2025

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