



Job Description

Job Title:	Head of Operations
Business Unit:	Operations
Certified Role:	Yes
Reports to:	Chief Operating Officer
Direct Reports:	Yes
Budget Responsibility:	No

Purpose of role:

- Lead the Central Operations function providing specialist support to the functions in the bank. To assist the COO in achieving excellence and delivery in the relevant Operations space. Contribute to the Bank's leadership in the African trade with focus on execution and delivery.
- To lead the implementation of the Bank's Operations strategy. The position holder is responsible for overseeing the Central Operations, which cover activities such as Commercial Payments, Treasury Settlements (FX, MM, NDF, Securities), Loans Administration, Customer Service, Card operations, Investigations, Complaint handling, Static Data Management, Internet and Mobile Banking Support areas, and will co-ordinate all relevant bank operations in an efficient and effective manner so that customer service is optimised to meet business strategy and plans. The job holder is also charged with identifying, mitigating and monitoring all operational risks within these areas.

Primary Responsibilities of Role:

- Lead and manage all Central Operations activities including client service, investigations, payments, treasury operations and loans administration.
- Work with the COO to ensure strategic objectives agreed at senior level are translated into tactical business plans with metrics for key measurements in place to monitor progress
- Review and enhance department delivery processes with a view to ensure that a smooth workflow within the department, reduced turnaround times and costs, higher levels of efficiency are achieved
- With the support of the reporting team managers, achieve and maintain the expected levels of service delivered to customers and user departments. Be accountable for the overall achievement of agreed SLA for Central Operations.
- Lead and motivate teams, acting as a 'change agent' so that transformation and development programmes are created and then carried out with commitment and to agreed timescales and standards.
- Promote and support cross-skilling in the Department. Ensure team members are fully cross trained in the required areas.
- Provide specialist knowledge and support to the whole Operations function to ensure deliverables are achieved to meet business requirements.
- Develop, improve and maintain policies and procedures and user manuals for the Operations Department.
- Work with the reporting team managers to ensure that all transaction processing is in compliance with regulations (including but not limited to PSD2, GDPR, Complaints and TCF) and Bank's policies, procedures and that any issues and concerns are resolved promptly.
- Ensure that the operational risk is effectively managed and addressed in all aspects of the Central Operations Department.
- Ensure that any audit points have been addressed and cleared in a reasonable time.



- Lead projects related to Central Operations, ensure their timely completion, achievement of objectives and cost efficiencies. Ensure the change-over to new systems and/or upgrades is smooth and error-free.
- Manage maintenance of transaction records, documents and create archival system for easy retrieval
- Prepare regular MI and analysis for senior management for effective monitoring and control
- Develop and maintain relations with correspondent banks in order to facilitate and ensure smooth working support and quick resolution of issues/ concern areas
- Ensure that monitoring of customer transactions and settlements is at the required standard and report any exceptions to relevant department.

People Management/Leadership

- Build strong relationships with key stakeholders and peers in the Bank to ensure collaboration and focus on deliverables
- Provide clear directions to the teams on strategic goals, translating and prioritising them into business and performance measures.
- In conjunction with the COO determine and analyse training and development needs of the reporting managers. Mentor and coach direct reports to develop their management and operational skills.
- Work with the team managers to achieve excellent business results through continuous people development and mentoring activities. Ensure that objective setting and performance reviews are conducted by the team managers at the required standards and within the required timescales. Ensure that identified training and development needs have been achieved wherever possible.
- Monitor the strict adherence to governance and setting high standards of professionalism across the Department
- Ensure that performance, attendance and other people-related aspects in the reporting teams are managed through the relevant informal and formal processes. Ensure that any performance, absence and other issues have been appropriately dealt with. Coach and support the team managers in complex or sensitive people-related situations in the Department.
- Pursue own development to increase personal effectiveness, acknowledging strengths and areas of development

Conduct Requirements:

Individual Conduct Rules:

Rule 1: You must act with integrity.

Rule 2: You must act with due skill, care and diligence.

Rule 3: You must be open and cooperative with the FCA, the PRA and other regulators.

Rule 4: You must pay due regard to the interests of customers and treat them fairly.

Rule 5: You must observe proper standards of market conduct.

Competence Requirements:

Professional/Academic Qualifications:

Desirable: University degree in Economics, Business Administration, Finance or similar.

Experience/Knowledge

Significant and proven experience in Operations, managing at least one of the functions reporting to this role (Payments, Client Services, Treasury Operations or Loans administration)

Experience gained in a small foreign bank will be a distinct advantage

Good overall understanding of the bank payments processes, complaint handling and retail customer services



Good overall understanding of Loans Administration
 Good overall understanding of Treasury Operations
 Experience of managing process and procedural improvements to achieve outstanding results
 Proven experience of managing risks
 Proficient technologically adept computer user

Desirable:

Experience in implementing new or upgrading systems and/or of automation is highly desirable

Leadership:

Ability to see a bigger picture and formulate strategies and concepts
 Ability to focus and motivate others towards a stated goal or objective, winning commitment of others to a decision or a course of action.
 Inspiring by demonstrating high personal standards of performance, integrity, honesty and commitment.
 Proven ability to manage change via a clear vision and motivation of the others.

Interpersonal and management Skills:

Clear and effective communication (verbal and written) with colleagues at all levels
 Persuading and Influencing of colleagues and senior stakeholders.
 Extensive people management skills, with the ability to manage sensitive/difficult issues with confidence.
 Ability to mentor and coach direct reports and support their development and growth.
 Planning and organising of people, resources and systems to achieve high results.
 Good analytical skills.
 Experience in compiling and presenting MI to senior stakeholders.

Competencies:

There are *six core behavioural competencies* applicable to every member of staff as part of FBN's Performance Management Framework and are fundamental to the way in which we operate. The level of behaviour required for your role is detailed below and the full range of descriptors for each level is available in the Competency Framework Booklet.

	Competency	Level
1	Professionalism	3
2	Client Focus	3
3	Decision Making & Accountability	3
4	Working with Others	3
5	Change Orientation	3
6	Risk Awareness	3

Additional leadership competencies

- | | |
|---|-----------------------|
| 1 | Managing the business |
| 2 | Managing the team |
| 3 | Managing the function |

Signed:

Date: