

JOB ADVERTISEMENT

Position : Business Process Improvement Manager

Department : Technology and Operations

Section : Customer Experience

Grade : Band 5 - Manager

Responsible to : Head of Customer Experience

Purpose of the Position:

To implement and manage the operational business process management framework across various functions, ensuring quality of performance on Service Level Agreements with a view to enhancing customer experience.

To work collaboratively across the bank’s business and operational units to improve business processes and customer facing systems and introduce innovation into the processes/systems to impact results, enhance profitability and ensure that business process/systems improvement outcomes are in harmony with the Bank’s strategic goals.

To play an integral role in increasing Customer Satisfaction, Net Promoter Score and efficiencies tied to the bottom line through prioritized system enhancements and process improvements.

MAIN ACCOUNTABILITIES & APPROXIMATE TIME SPLITS %	
ACCOUNTABILITY	OUTPUT
<p>1. Business Process Improvement and SLA implementation: (55%)</p>	<ol style="list-style-type: none"> 1. Design and implement customer centric business processes in line with changing customer expectations and ensure they are operationalized in all customer facing business systems, challenging the status quo vis-à-vis the customer expectations to bridge the gap 2. Lead process improvement initiatives through customer journey mapping and work with cross-functional teams to coordinate and streamline business processes; identify risks and issues and prioritize processes to be improved. 3. Facilitate teams to critically review current processes for effectiveness, quality and simplification. Diagnose process “pain-points”; evaluate and develop alternative or effective solutions in liaison with key stakeholders. 4. Implement process solutions to improve operational efficiency and recommend innovative solutions to achieve operational effectiveness, promote implementation of best practices 5. Develop metrics to ensure processes improvement implementations are successfully measured and efforts are attached to improved Customer Satisfaction and NPS.

	<p>Identify opportunities for business process optimization by analyzing the process data metrics.</p> <ol style="list-style-type: none"> 6. Prepare and update business process dashboard reports to monitor and measure post implementation benefits to meet improvement targets and drive SLA adherence and Review. 7. Create, update and review documentation for new and existing business processes and drive integration of new process with existing business processes. 8. Provide training on new processes as needed.
2. Operational Management (20%)	<ol style="list-style-type: none"> 1. Keep abreast of industry standards and processes and initiate trials and site visits for benchmarking. 2. Include the Voice of the Customer, when developing and improving processes, to establish priorities, from the customer stand point of view. 3. Conduct User Acceptance testing for new products and services to ensure they pass the customer experience acceptable levels before launch. 4. Work directly with stakeholders to discuss & evaluate product feature requests and/or issues by institutionalizing customer journey maps
3. Business Development (15%)	<ol style="list-style-type: none"> 1. Develop strategies to increase the quality and efficiency of support to customers 2. Develop challenging quality metrics across the bank and monitor performance. 3. Contribute to product development and improvement through continuous feedback analysis collected through the process and product evaluations.
4. Leadership and People Development (10%)	<ol style="list-style-type: none"> 1. Build, develop and motivate high performance and workgroups committed to success. 2. Set challenging performance objectives and measures for for the workgroups and provide regular feedback and honest assessment on achievement. 3. Train, guide and provide leadership, direction and pace to working groups. 4. Be a role model for the workgroups, performing my duties wholeheartedly. 5. Invest in self development

Job Specifications (Ideal):

Academic Qualifications:

- Bachelor's degree in a business related field Upper 2nd Class or equivalent.

Professional Qualifications:

- Project Management Certification and experience with MS Projects
- Lean and/or Six Sigma certification or other recognized Business Process Improvement Methodologies

Work Experience:

- 5 years working experience in Business Management or Customer service role within a Sales/ service environment, of which 2 years should be in Project management role
- High level of understanding of bank systems and those in the industry with practical experience in the use of workflow systems and a good understanding of technology.
- Practical experience with banking applications software and advanced user skills for relevant MS Office applications (Word, Excel, PowerPoint, Project, Visio)

Skills required:

Technical skills

- *Knowledge of Banking and Business Operations:* Well round knowledge of ALL the Bank's operations and processes and excellent knowledge of Bank policies and procedures
- *Risk Management:* Ability to point out risks that they may come across in touch point evaluations
- *Compliance and Regulatory Framework:* Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- *Conceptual and Analytical Skills:* Ability to quickly grasp and understand systems and keen to detail
- *Technology Skills:* Technical skills to effectively perform and guide new system's testing/implementation activities and tasks in a manner that consistently achieves high quality standards or benchmarks

Personal attributes

- *Strategic thinking* with a good understanding and application of commercial and financial principles and view of issues in terms of costs, profits, risks, markets and added value.
- *Strong planning and organizing skills* to effectively manage and deliver on multiple deliverables; organize and schedule events; activities and resources and set up/monitor timescales and plans Ability to plan and organize self and work in order to achieve objectives and targets and able to overcome obstacles and move forward
- *Results and Achievement Oriented:* strives to achieve results, enjoys measuring others, being measured, and being judged on performance standards and those of others she leads
- *Personal Ethics:* Proactive, confident, energetic and able to work under pressure with a positive attitude

- Negotiation Skills: Must be a good negotiator, particularly in changing behaviour and work practices but always Win/Win
- Communication and Interpersonal Skills: Excellent written and verbal communication skills (articulate) coupled with good listening and critical reasoning skills.
- Human Resources Management Skills: Leadership Skills, Team Building, Organizational skills and ability to train, develop and mentor staff and lead motivated teams.

Working Relationships:

Internal

- **All Departments** - for guidance and solutions to ensure all SLAs are in place and are implemented/met.

External

- **Customers** - for guidance and solutions to enhance customer service standards and business growth.
- **Vendors**- to ensure systems and process are aligned in providing a great customer experience
- **Kenya Institute of Bankers** for self-advancement, enrichment and career progression.

Interested and qualified candidates should send their applications and updated CV to hr_recruit@nicgroup.com, clearly indicating the role applied for on the subject bar not later than 22nd December, 2017.