



PostBank

# VACANCY NOTICE

PostBank is a Commercial Bank that is committed to fostering prosperity for Ugandans. The bank is growing and giving opportunity for its employees and the public. PostBank is in need of a competent and achievement driven professional to fill up the below role that has fallen vacant.

## POSITION DESCRIPTION

### JOB TITLE: MANAGER GOVERNANCE & CLIENT SERVICE (01)

### REPORTS TO: HEAD BUSINESS & INSTITUTIONAL BANKING

#### JOB PURPOSE

- The Manager Governance & Client Services provides expertise in the implementation of the Operational Risk Policy and associated operational risk procedures to ensure that operational risk is effectively managed at the business unit level. Additionally, the Manager ensures that AML CDD processes and practices are fully implemented by the business.
- The Manager Governance & Client Service coordinates and ensures that borrowing clients comply with the set covenants and overall compliance to credit risk management practices such as renewal of insurance policies, valuations, and other related credit administration to avoid breaches; this is done through engaging Relationship Managers who are the primary responsibility holders.
- The Manager Governance & Client Service is responsible for ensuring that excellent service is offered to Business & Institutional Banking clients; this is done through obtaining feedback, timely resolution of client complaints and appropriate handling of all client administration related tasks.

#### KEY RESPONSIBILITIES /KEY DELIVERABLES

##### 1.0 Governance Management

##### 1.1 Operational Risk

- Ensure timely communication of new/revised external regulations and internal policies.
- In collaboration with the Risk department, review new/revised regulations and implement new control measures and/or develop relevant and risk-based self-assessment checks for implementation in the business.
- Coordinate business continuity plans and ensure timely update and team awareness.
- Responsible for the timely identification, assessment, mitigation, reporting and escalation of all identified Operational Risk exposures within the business.
- Collaborate with the risk department in identification of operational risks for new products and new business, regulatory and thematic risks and implementation of appropriate controls to mitigate those risks.
- Be responsible for the monitoring of any Key Risk Indicators (KRIs) within the business.
- Drive improvement in Operational Risk processes (through process improvement initiatives).
- Support the business in minimizing operational risks and losses, and ensure material operational losses are investigated to prevent recurrence per policy.
- Responsible for recording operational errors that occur within business that result in financial losses, gains, near misses, reputational damage or danger to people or our reputation. Ensure that significant operational losses are escalated with appropriate root cause analysis completed.
- Identify knowledge gaps, facilitate development of training material, and arrange relevant business training on Operation Risk.

##### 1.2 Compliance

- Assist the business in collaboration with the compliance team to ensure internal resources, procedures and controls are in place, documented and operating effectively to prevent and mitigate money laundering and terrorism financing risks.
- Ensure implementation of an effective governance framework to monitor and manage AML/CDD/Sanctions/FATCA risks; by working closely with the compliance department of the bank.
- Develops and manages a sustainable environment that enables proper management of CDD for BIB customers.

- Accountability for implementation and continued compliance with relevant laws and regulations (including changing AML regulations), policies, procedures and risk control requirements through application of consistent bank practices.
- Maintains oversight end to end overall AML CDD processes and practices.
- Leads implementation of policies and procedures end to end for the BIB segment.
- Works closely with project teams/stakeholders to drive projects /initiatives related to the AML CDD space to ensure successful and timely delivery

##### 1.3 Credit Risk

- Coordinate with the credit administration department and the respective relationship managers to ensure that the respective approved credit covenants are being met by the customers.
- Monitor and ensure compliance to the set credit policies most especially in aspects of minimum accepted criteria for acceptable collateral (monitor expiry of valuations and insurance), annual reviews and other documentary deficiencies.
- Work closely with the credit administration department to monitor excesses and past dues within the business to ensure regularisation and appropriate categorisation of the accounts.
- Collaborate with the Credit Risk department to undertake stress tests on the business and portfolio reviews.
- Through market, industry and business information advise the business on early alert reviews and relationships that can be impacted so that there is proactive monitoring of the portfolio.
- Coordinate any related credit risk audits on the business.

##### 2.0 Customer Service

- Supporting in the onboarding process (including, but not limited to account opening/closing): advising customers along the process of on-boarding regarding Business & Institutional Banking documentation and other bank forms.
- Assessment and execution of Business & Institutional Banking clients' transactions, obtaining necessary supporting documents and information to ensure KYC/CDD procedures with clients are in line with the regulatory and legal guidelines and policies.
- Regular cooperation with the Operations and Treasury Departments regarding service issues raised by customers.
- Providing consultations/confirmations to customers and implementation of the corporate Internet Banking systems.
- Regular communication with Relationship Managers regarding their client needs.
- Monitoring and regular update of issues related to the customers data.

#### BUSINESS BEHAVIOURS & FINANCIAL RESPONSIBILITY

- Set and drive the achievement of Business & Institutional Banking Segment specific financial targets and achieve the budgeted profitability.
- Goal driven and result-oriented: Enjoys being measured, and judged by financial and other performance targets.
- Personal Ethics: Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.
- Communication Skills: Excellent communication skills.
- Interpersonal Skills: Must be a people person, with ability to interact with key stakeholders in the various business sectors.

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Email  
customerservice@postbank.co.ug

www.postbank.co.ug

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PostBank is regulated by the Bank of Uganda under license No. A1.035. Customer Deposits are protected by the Deposit Protection Fund of Uganda up to UGX 10 million, Terms and Conditions apply.

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- Proactive Initiator: Must be pro-active, a self-starter and have the ability to see, grasp and advice on opportunities.
- Human Resources Management Skills: Staff supervisory skills and ability to train and develop staff.
- Passionate on the job: Staff willing to consistently exceed set objectives within and outside the current their responsibilities

## QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's degree, preferably in Business, Humanities, and other relevant fields.
- Post graduate qualifications such as ACCA, CPA, MBA are a bonus.
- Other relevant financial industry trainings will be an added advantage.
- At least five years of relevant experience within the banking sector
- At least two to three years' experience in a governance role or relationship management role.
- Previous exposure and experience in business/corporate banking is an added benefit.
- Broad knowledge and understanding of how the PostBank Uganda Limited works.
- Excellent client engagement skills

## THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

## MODE OF APPLICATION

- Online applications addressed to **Chief Human Resources Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Tuesday 16<sup>th</sup> July 2024 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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