

Career Opportunities with Access Bank



There is an exciting career opportunity available at Access Bank for self-motivated individuals with outstanding integrity, a good track record of performance, excellent oral and written communication as well as strong interpersonal skills. As part of its growth strategy, the bank is looking for an experienced candidate with suitable technical competencies to take up the following opportunity:

Country Operating Officer

The role encompasses implementing a business unit plan that facilitates the delivery of quality products and excellent customer service within a specified Access Bank including its branch network, cash centers and Implant services. Sustain a customer-focused service delivery group that supports the following institutional priorities: Profitable Revenue growth; Maintenance of a strong credit culture; Improved operating leverage; Improved experience for each client; An institutionalized culture of compliance and accountability.

Key responsibilities

- Monitor and coordinate the operations of the branches network, cash centers and Implant services.
- Oversee efficient maintenance and administration of infrastructure and facilities of the bank.
- Oversee the banking operation department.
- Allocate personnel and material resources to the branches as the need arises.
- Coordinate back-office and administrative support for the bank.
- Monitor branch operations data on a continuous basis and make recommendations as appropriate to improve efficiency and profitability.
- Approve transactions within approval limits.
- Ensure compliance with all relevant internal and external banking operation policies/ regulations.
- Perform other duties as assigned by the head, international Subsidiaries operations, ED Operations, GMD and GDMD.

Requirements

- A good first degree in any discipline.
- IT certification and other professional qualification will be an advantage.
- Proven experience as a COO or similar leadership role.
- 15+ years' relevant experience in operations/similar role.
- 8+ years' experience in Banking industry and/or financial services institution with experience in banking operations.
- 7 years at senior management level.
- Experience in marketing, product sales and/or IT will be an added advantage.

Human Capital Manager – Employee Relations

To act as trusted advisor to business to optimise individual and organisational effectiveness. In conjunction with the Country Head of Human Capital, this includes the development and implementation of a Human Capital strategy aligned to business strategy, managing HC processes, systems, administration, and providing ongoing leadership and guidance on effective employee relations management.

Key Responsibilities

- Implement Access Bank Human Capital strategy aligned to business strategy in-country.
- Collaborate with Business Unit Heads, HC COE's and broader HC team to align HC employee relations strategies and plans to the needs of the business units.
- Take responsibility for the programme development and management of Human Capital Employee Relations initiatives and projects and drive their successful implementation.
- Work with senior business leadership and Human Capital HR Business Partners to influence, update and communicate policies, processes and procedures as required and facilitate the operationalization thereof.
- Continually engage with the business to ensure ER and engagement risks are identified and managed appropriately and in line with the bank's policies and procedures.
- Work closely with Regional Head of Employee Relations and Engagement to assist employees with problem resolution.
- Ensure IR-related risks are managed appropriately and in line with the bank's policies and procedures.
- Ensure that site-specific agreements are negotiated and put in place and that managers are trained to operate within the scope of agreements.
- Ensure performance problems are addressed through performance counselling and/or corrective action.
- Ensure engagements and terminations are dealt with procedurally and fairly meet with employee representatives (time-frames dependent on area).

Requirements

- Relevant post-graduate degree (in Human Resources, one of the psychology disciplines or an equivalent).
- 5+ years' Human Capital experience, at least 3 years of which should be at management level in an IR environment.
- Excellent problem-solving skills.
- Analytical mindset.
- Exceptional interpersonal skills.
- Excellent written and verbal communication skills

IT Manager – Core Banking, Payments, and Channels

To provide Core Banking, Payments Applications, Reporting Platforms and Banking Digital Channel support for Access Bank Botswana. The role will be responsible for both the operational.

Key Responsibilities

- To Provide End of Day/Month/Year Process' co-ordination/ supervision.
- Ensure 24 X 7 High availability of the Core Banking Application.
- Proactively define and meet the support needs of Flexcube End Users.
- Provide leadership to the Core Banking application Management team.
- Manage/ drive enhancements requests on Flexcube among the team members.

- Ability to translate business designs and expectation to Flexcube products.
- Knowledgeable in Product setup across all the modules in Flexcube.
- Must be able to perform module wise reconciliation across five (minimum) modules of Flexcube.
- Must have experience in system combination involving core banking applications, preferably Flexcube.

Requirements

- Bachelor's Degree in Computing, or related IT discipline.
- 5+ years in a banking or equivalent environment supporting core banking, payments, customer digital channels and reporting systems.
- Sound knowledge of inter-bank payments and customer channels systems and technical skills required to support them.
- Knowledge of card processing systems (issuing and acquiring).
- Project management capability and experience.
- Vendor management and SLA management.
- Strong communicator, both verbally and in writing.
- Able to build relationships at all organizational levels and with vendors.
- Highly analytical and attentive to detail.
- Resourceful and solution-focused.
- Able work independently without or with supervision and in a team setting.
- Team leadership skills.
- Linux and Microsoft Operating systems support.
- Oracle and Microsoft Database administration and management.
- Internal standards, policies, and procedures.

Additional Advantageous Requirements

- Knowledge of Oracle FLEXCUBE Universal Banking System (FCUBS), Core Banking systems and Sybrin payments systems will be advantageous.
- Enterprise Service Bus (ESB) knowledge and experience an added advantage.
- Proactive, organized and self-starting with an ability to handle stress, pressure and shifting business priorities.
- Regulatory requirements relating to data privacy, infrastructure and application domains and relevant penalty frameworks for transactional processing.
- Proficiency in PLSQL and SQL.
- End-to-end Enterprise Service Bus (ESB) transaction processes.
- Understanding of relevant systems, processes, policies, procedures and workflows and their interconnections with an ability to mine for expertise where necessary.
- Deep insight of stakeholder requirements of the various applications.
- Sound knowledge of relevant vendor agreements.
- Aware of internal audit frameworks and requirements of the Run the Bank team.
- Risk frameworks and processes knowledge.

IT Governance, Risk and Compliance Analyst

Manage the governance, planning and risk management functions and ensures appropriate policies and controls are in place for effective service delivery as well as manage all areas related to Risk, Audit, Assets, Finance and Change Management.

The incumbent will also coordinate implementation of policies and frameworks that protect computing infrastructure from all forms of security breaches and raise awareness around Information Security, Risk management and compliance.

Key Responsibilities

- Effectively coordinate and track the implementation of all approved IT policies, charters and frameworks as well as communicate to relevant stakeholders.
- Anchor information security, risk management awareness within the bank at large.
- Evaluate risks, audit findings, and develop standards, procedures and processes and controls to manage risks. *To conduct IT risk, governance, and security awareness to the organization and to implement controls that will protect the IT systems and information within the organization.
- To provide and monitor IT controls and solutions and ensure that they comply with best practice security policies.
- Maintain and manage risk and asset registers.
- Monitor IT projects and expenditure to ensure that the budgets assigned to the programs are not exceeded.
- Third Party Management Risk in line with Business Continuity.
- Manage information risk to an acceptable level to meet the business and regulatory compliance requirements of the bank.
- Ensure that risk assessments, vulnerability assessments, threat analyses and penetration testing are conducted periodically and consistently to identify risk to the organization's information assets.
- Perform information system security vulnerability scanning to discover and analyze vulnerabilities and characterize risks..

Requirements

- Bachelor's Degree in Computer Science, Computer Engineering, Information Systems or related discipline.
- Minimum of 3 years in banking/financial services institution with experience in banking operations and information security/ risk analysis.
- Good numerical or analytical/problem solving skills.
- Good communication skill (Oral & Written) including presentation and report writing.
- Regulatory knowledge and background in Information Security / Risk Controls.

Additional Advantageous Requirements

- Certifications in Business Continuity Professional (CBCP), Disaster Recovery (DR) or equivalent.
- IT Risk Management training.
- COBIT 5 certification.
- ITIL certification.

Process Automation Engineer x2

(6 months Fixed Term Contract)

Key Responsibilities

- Automate assigned Processes using the organization Automation Tool (ProcessMaker)
- Enhance already existing processes using the organization Automation Tool (ProcessMaker).
- Identification of weakness within the banks processes and suggest effective improvements.
- Collect and document of business requirements for project and process improvement/automation efforts.
- Monitoring the technical performance of developed processes.
- Gathering information from process owners about program functionality.
- Gather user requirements, write code using an agile methodology, and continuously update the back-end code of the product.
- Ability to learn new technologies quickly, and capable of working in a team environment.

Requirements

- Bachelor's degree in Information Technology, Computer Science, or a related quantitative discipline.
- 1+ years' experience in programming languages (e.g., PHP, JavaScript, Laravel, Java), databases, data structures and algorithms.
- Knowledge of databases and operating systems.
- Excellent basic knowledge about Information Technology from both a software and hardware perspective.
- Familiarity with database technology such as MySQL.
- Basic programming experience.
- Knowledge of databases and operating systems.
- Software testing and debugging.

POS Sales & Service Consultant- Kanye

(3months Independent contractor)

The role entails selling, setting up, maintaining of Point of Sale (POS) machine, growing turnover by encouraging POS utilization and addressing all queries raised by the merchants and providing desirable customer service according to the bank's standards.

The proactive self-starter must possess an ability to negotiate and influence across all levels including senior stakeholders needed to raise visibility of the Access Bank brand within target segments and number of new sales ideas and initiatives within the Commercial space.

Key responsibilities

- Recruit Merchants for POS.
- Assist the merchants to complete POS forms for Setup.
- Train merchants on using POS machine.
- Provide maintenance & support for channel subscribers.
- Respond to all received customer queries timeously and escalate to the business where needed.
- Grow channel subscribers, transaction volumes, values, and revenue.
- Develop ideas for new services / product offerings that is in line with the overall strategy of the Bank or can give the bank competitive edge thus being innovative.
- Merchant Assessment through RM, Credit, Risk & Compliance where required.

Work Experience & Qualifications

- Business Degree; Sales, & Marketing an added advantage or Information systems & IT related.
- Proficient in Microsoft Office Suite (excel, power point & word).
- 2 years Experience in Sales or IT related field.
- Banking experience will be an added advantage.
- Team player with proven record of achievements through teamwork ability to identify business opportunities & cross sell banking products which support POS initiative.
- Provide own accommodation and transport for client visits.
- Innovative, adaptable, proactive, resilient and works with minimum supervision.

Access Bank (P) Botswana provides a competitive package and will offer the successful candidate a salary commensurate with the person's qualifications and experience.

If you believe you are the right candidate for this position, please send your application, cover letter, detailed curriculum vitae, certified copies of academic certificates, Omgang and contacts of three referees to botswana-careers@accessbankplc.com

To be considered, your application must be received by 5th August 2022. Only short-listed candidates will be contacted.