OPERATIONAL RISK MANAGER – BUSINESS / SUPPORT UNITS (DEPUTY MANAGER)

The job holder will be responsible for promoting and embedding a strong operational risk management culture across the Bank, ensuring adherence to the Bank's Operational Risk Management policies, procedures and regulatory requirements. The role will involve independently conducting risk reviews, identifying potential operational risks, assessing control effectiveness and recommending appropriate mitigation measures to strengthen the Bank's overall risk management framework.

THE JOB

- Review and recommend improvements to the PPGs, processes and procedures of respective business lines / support units to ensure that existing controls are adequate to mitigate the operational risks
- Implementation of ORM tools (RCSA, KRI, Loss events, Incidents etc.) to the respective business line
- Business Operational Risk Sounding Board Meetings (BORSB): Coordination / facilitating regular meetings: i.e. preparation of material, obtaining updates, conducting of meeting and preparation / circulation of minutes. Follow up action points for resolution
- Review Audit Findings and follow up for closure of Operational Risk related findings. Review complaints submitted by CX and follow-up for closure of complaints related to Operational Risk
- Analyse identified trends in the Incidents, Losses and KRIs for decision making by the business / support units
- Strict adherence to all current and future regulatory requirements and adherence to all internal and external audit requirements and resolving of findings in a timely manner

THE PERSON

- Should possess part/full qualification in Banking / Finance or a Degree in a related field
- Minimum of 8 years banking experience including experience in operational risk / support services department and Experience / knowledge of the Business line represent would be beneficial
- Sound understanding of the BCP and Business Impact Analysis for continuity of the critical Banking operations
- Sound understanding of the internal control framework and the Governance reporting
- Experience in reconciliation and data analytics will be added
- Possess good communication, presentation, negotiation and report writing skills

The position is at Deputy Manager level.

Please login to https://www.ndbbank.com/careers to apply on or before 25th November 2026.

We will correspond only with the shortlisted applicants
"We are an equal opportunity Employer"

NDB bank
The future is banking on us
Vice President Human Resources