



## 1. JOB TITLE: Audit Manager Credit (1 Position(s))

**Job Location :** Head Office

**Job Purpose:**

Assisting Senior Audit Managers by supervising planning, on the field execution and reporting of credit audits and any other audit engagements assigned. The position is also responsible for assisting the Senior Managers in ensuring that key risks (including fraud risks) and controls relating to credit operations are well understood by the audit team. The position is also responsible to ensure that the audit team understands the audit tests to be performed and documentation expected throughout the audit lifecycle (scoping, understanding processes, identifying risks and controls, and assessing controls) for supporting conclusions drawn.

**Main Responsibilities:**

**Audit Delivery & stakeholders management**

- Receive input on risks (including fraud risks) related to credit operations from various parties such as Zonal Managers, Head of Credit, Head of Compliance and Head of Risk.
- Review previous branch audit reports to identify areas of focus on credit operations.
- In consultation with Senior Audit Managers, review branch risk assessment and audit programs related to credit operations for change or improvements, if any.
- Lead fraud risk assessments based on previous fraud cases or scenario planning ensuring adequacy of controls is assessed in those areas and tests are designed to test the effectiveness of identified key controls in either preventing or detecting fraud risks for credit operations.
- Obtain and review all communications issued for branch operations relating to credit operations such as circulars, new procedures, new products and discuss with Senior Managers their impact on the audit process and controls.

- Perform benchmarking of high-risk credit processes of branch operations of the bank with those of the best in the industry for identifying any gaps in NMB branch processes which need improvement to strengthen the control environment of the bank.
- Review repeat issues reported in branch credit reviews focusing on understanding the root cause for recurrence of the issues.
- Map or review key processes of branch and HO credit operations and sharing with audit teams key risk areas in those processes.
- Develop and sharing with the audit team key fraud indicators of credit operations at both branches and Head Office.
- Responsible for the field supervision of branches audits which entails the review of working papers, Management letters and leading discussion with the business.
- Regular review of key branch operations controls relating to credit that are exercised at Head Office.
- Ensure audits are carried out in line with International Standards for the Professional Practice of Internal Auditing as issued from time to time by the Institute of Internal Auditors.
- Guide Auditors on report writing focusing on root cause identification, developing recommendations that address the root causes.

### **Management and Leadership**

- Provide leadership to auditors by mentoring and coaching, providing constructive feedback including formal performance management to ensure personal and professional growth of auditors under his/her supervision and mentorship.
- Provide regular training to auditors on areas that need improvement in credit reviews; and
- Manage audit teams and ensure audits progress as planned as regards scope, budget, and timetable.

### **Knowledge Management**

- Improve technical knowledge as well as soft skills through self-learning or training including mandatory CPE requirements.
- Be an expert in credit operations and share knowledge with the audit team and peers in the business through presentations.

### **Knowledge and Skills:**

- Knowledge of risks and controls related to credit operations in a bank.
- Sound communications skills both written and oral
- Knowledge of applying internal audit standards (IPPF) to perform value adding internal audits.
- Knowledge of BOT regulations guiding credit processes.
- Leadership skills in particular ability to lead and motivate teams towards a common goal.
- Mastery in using audit tools such as ACL, IDEA, Microsoft Visio etc.

### **Qualifications and Experience:**

- Bachelor's degree in business related fields from a recognized institution and possession of professional auditing or accounting qualification i.e., CIA, CPA, CISA, ACCA or equivalent
- A post graduate degree in business or finance is an added advantage.

- At least 5 years' experience in audit 3 of which should be at a managerial, supervisory or team leader level in a bank or an audit firm.

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*Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

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Only shortlisted candidates will be contacted.

**Job opening date :** 07-May-2024

**Job closing date :** 21-May-2024

## **2. JOB TITLE: Senior Manager; Credit Risk (Wholesale & Business Banking) (1 Position(s))**

**Job Location :** Head Office, Hq

**Job Purpose:**

Responsible for wholesale and Business Banking portfolio in safeguarding compliance in lending practice and assist to limit credit risk exposure within acceptable parameters with reference to Enterprise Risk Management Framework (ERMF) per 2nd line of defense point of view.

**Main Responsibilities:**

- Drive and support the identification, assessing, monitoring, and reporting bank's Credit Risks relating to Wholesale and Business banking business segments from a second line perspective on a regular basis.
- Facilitate scheduled and event triggered respective Credit Portfolio reviews, ensure adequate and effective processes and procedures for identification of early warning signs, assess root-cause, engage respective stakeholders, agreed remedial actions and timelines as well as ensure closure of agreed remedies.
- Oversee trade finance portfolio to manage and other special projects including syndicated loans, high value corporates deal and ensure adequate credit risk and other associated risks are well identified, appraised, and sufficiently mitigated to sustain portfolio quality of the bank.
- Leading the Credit Risk assigned staff, while managing their performance, develop and implement training and development plans to ensure their performance is aligned with business goals and objectives.

- Drive and support the identification, assessing, monitoring, and reporting bank's credit risk environment from a second line perspective on a regular basis.
- Perform scheduled and event triggered Branch reviews and find all early warning signs prompt, assess root-cause, engage respective stakeholders, agreed remedial actions and timelines. This will include end to end credit process/ functions relating to assigned portfolio as per Credit Risk Annual plan, Strategy and Combined Assurance Plan
- In consultation with other stakeholders, conduct thorough performance reviews of all credit related products within assigned portfolio and present comprehensive report to right forums on prompt manner.
- Follow-up and engage action owners to ensure prompt and adequate closure of all agreed actions/ remedies such that risk management strategy remain adequate and effective. Timely escalate deviations to right forums for right decisions and enhanced oversight.
- Give inputs and take part in periodic reviews of all credit and credit risk related governance documents including but not limited to policies, manual, risk appetite statement, combine assurance plan, operating modal, risk registers, annual plan, credit risk strategy, TORs etc.
- In consultation with Head Credit Risk, partnering with the Credit Department and assigned business segments on credit risk matters to ensure business growth is balanced with risk management and controls.
- Establish adequate/effective controls and monitoring processes for end-to-end collateral reviews and management process to ensure proper management of the same as fallback position for credit facilities.
- Assist Head Credit Risk to ensure submission of correct and prompt reports to Risk Management forums and other stakeholders (within agreed/ specified timelines), highlighting performance against defined credit quality parameters. Review reports, RCC, MARCC, BARCC and other required reports and submissions.
- Be credit risk champion in assigned business segments process and projects related activates and ensure credit risk interest is well considered. Give feedback to Head Credit Risk from time to time to ensure sufficient alignment.
- Develop, implement, and check the Unit's business plans, BSC, and ensure PMS and staff welfare including leave management are observed sufficiently as per HR guidance.
- Support stakeholders to adhere to bank's lending governing documents through coaching/knowledge sharing to reduce/manage credit risk through booking credits according to approved limits, pricing, tenors, security documents etc.
- Ensure approval terms both precedence and subsequent are adequate, effective, monitored and complied, together with clear oversight by management. This will include exceptions granting process.
- Provide motivational and inspirational leadership to the team and communicate clear performance expectations. Identify skills gaps and ensure proper training, coaching and mentorship programs.
- Monitor, measure and report about the efficacy of the bank's credit risk internal controls. including showing clear lines of accountability and authority to ensure effective credit risk management process.
- Stand in for Head Credit Risk (as the case may be) and ensure all other tasks assigned from time to time are delivered promptly and adequately per expectation of management.

**Knowledge and Skills:**

- Extensive knowledge and experience on trade finance products such as Export Letters of Credit, Import Letters of Credit, Documentary Collection, Bills, all types of Guarantees, Standby Letters of Credits and Trade Loans etc end-to-end process flow.
- Wider understanding of the Enterprise Risk Management Framework for the Bank and lines of defence phenomena.
- In depth understanding of all Wholesale Banking and Business Banking Credit related products and services including key sectors contributing to these portfolios.
- Desired knowledge on entire credit activities value chain (especially for Wholesale & Business Banking) including but not limited to origination, appraisal, approval, documentation and limits capturing & maintenance, monitoring, Special Assets Management.
- Desired knowledge in the multisectoral aspects and key Risks within assigned portfolio including concentrations, structural and other dynamics, and related laws in Tanzania.
- Excellent knowledge of banking operations and financial markets in Tanzania and other interrelated counterparties including applicable statutes, laws, regulations, and guidelines that govern banking and lending activities.
- Strong computer skills proficient in outlook, word, excel and power point presentations.
- Managerial and leadership skills (analytical, conceptual and resourcefulness)
- Strong interpersonal and networking skills for both internal and external stakeholders.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

#### **Qualifications and Experience:**

- Bachelor's Degree in Banking, Business Administration, Accounts and Finance, Accounting, Commerce, or Economics or other relevant fields of study.
- Master's degree in the related fields will be an added advantage.
- Minimum of Eight (8) years' working experience in a Bank or financial Institution or any closely related environments.
- At least five (5) years in Credit Risk Management, Wholesale Banking/ Credit or Originations.
- Experience in Project appraisal for lending will be an added advantage.

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**Job opening date :** 08-May-2024

**Job closing date :** 22-May-2024

### 3. JOB TITLE: Technology Vendor Management Specialist (1 Position(s))

**Job Location :** Head Office, Hq

**Job Purpose:**

Responsible for overseeing the entire vendor relationship for all Technology contracts ensuring vendor performance, and relationships, and managing end-to-end risk associated with Technology vendors to ensure the bank extracts the most value from the Investment.

**Main Responsibilities:**

- Develop and standardize technology vendor performance management program.
- Develop a structured IT vendor performance management framework.
- Develop vendor management scorecards and dashboards.
- Build and maintain strong, collaborative relationships with key technology vendor contacts.
- Proactively manage vendor performance to ensure they meet agreed-upon service levels.
- Track and monitor vendor performance against KPIs (Key Performance Indicators).
- Identify and address any performance issues promptly.
- Generate reports on vendor performance for internal stakeholders.
- Work with internal teams to ensure efficient use of vendor services.
- Work with internal Technology teams to define and communicate technology requirements to vendors.

**Knowledge and Skills:**

- A solid understanding of IT and technology trends.
- Procurement & contract management knowledge
- Legal & compliance knowledge
- Financial acumen
- Able to understand contract risks and to work with other parts of the organization in crafting tactics and strategies for risk mitigation.
- Knowledge of contracting trends, licensing models, and traditional and emerging contract and vendor performance models.
- Knowledge of best practices for IT contract negotiation tactics and strategies.
- Strong planning and organizing skills.
- Ability to communicate clearly, pleasantly, and confidently with technology management stakeholders both orally and written.
- Ability to work on own initiative and be self-driven, prioritizing work with minimum supervision and working to deliver.
- Demonstrates strong analytical, problem-solving, coordination, and decision-making abilities.
- Team player that motivates and educates other team members/change stakeholders.
- Ability to interact with all levels of management, staff, and vendors.

**Qualifications and Experience:**

- Bachelor's degree in information technology or supply chain management/ or Bachelor of Laws (LLB).
- Preferred professional certificate in vendor/contracts management.
- Minimum of 2 years' experience in vendor and contract management specific in technology domain.

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**Job opening date :** 07-May-2024

**Job closing date :** 21-May-2024

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