



## **JOB TITLE: Cash Management Operations Officer**

Job ID: 11787

Location: Dar es Salaam, TZ

Area of interest: Operations

Job type: Regular Employee

Work style: Office Working

### **Key Responsibilities**

#### **Strategy**

- Participate effectively on all operations and service-related aspects so as to help business achieve its targeted objectives and thus from turnaround to transformation (doubling-down on what we have done well, focusing on how we build partnerships with others to deliver better outcomes)

#### **Business**

- Ensure close collaboration with Business stakeholders (RM, Business Heads, service team and clients to achieve target objectives.

- Perform moderately complex cash operations tasks.
- Improve processes through new ways of working, agile method so as enables us to serve our customers with top-of-class products and services.

## **Processes**

- Be responsible for the execution of CMO activities by ensuring customers instructions are processed expeditiously and accurately in accordance to laid down processes and procedures so that the bank does not suffer loss in order to enhance bank's profitability, reputation and quality customer service

## **Risk Management**

- Manage/mitigate risks as per banks risk framework guidelines
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding the bank, it's clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to policy, applying sound ethical judgement regarding personal behaviour, conduct and business practices and escalating, managing and reporting control issues with transparency

## **Governance**

- Ensure appropriate governance oversight for all matters relating with Cash management operations Products.
- Responsible for assessing the effectiveness of the Group's arrangements to deliver effective governance, oversight and controls in the business and, if necessary, oversee changes in these areas.
- Awareness and understanding of the regulatory framework, in which the Group operates, and the regulatory requirements and expectations from international and local regulatory bodies

## **Regulatory & Business Conduct**

- Display exemplary conduct and live by the Group's Values and Code of Conduct.
- Take personal responsibility for embedding the highest standards of ethics, including regulatory and business conduct, across Standard Chartered Bank. This includes understanding and ensuring compliance with, in letter and spirit, all applicable laws, regulations, guidelines and the Group Code of Conduct.
- Lead to achieve the outcomes set out in the Bank's Conduct Principles: [Fair Outcomes for Clients; Effective Financial Markets; Financial Crime Compliance; The Right Environment.]
- Effectively and collaboratively identify, escalate, mitigate and resolve risk, conduct and compliance matters.

## **Key stakeholders**

- Internal-Business Unit Heads, RM, Client service managers, Transactional banking team GBS, IT team, PSS Technical support
- External-Clients, regulators (The Central bank of Tanzania, Tanzania Revenue Authority etc.) and stakeholders from other financial institutions.

### **Other Responsibilities**

- Manage outsourced vendor contracts (Both intra-group and external vendor
- Participate on various technical related projects including regulatory projects covering cash management products.

### **Skills and Experience**

- Data Analytical
- Anti-money Laundering policies & procedures
- Banking products
- Customer interaction
- Operation risk

**APPLY HERE**

**Deadline: 04<sup>th</sup> November 2024**