



# Standard Bank

## **OFFRE D'EMPLOI N° 023/SB-RDC/KIN/2024**

**Intitulé du Poste** : Head of Operations  
**Département** : Operations  
**Lieu d'affectation** : Kinshasa  
**Type de Contrat** : CDI assorti d'une période d'essai de 6 mois

### **I. A PROPOS DE STANDARD BANK**

Standard Bank est le plus grand groupe de services financiers d'Afrique en termes de capitalisation boursière et un acteur innovant sur la scène internationale, qui offre une variété de possibilités de développement de carrière – ainsi que la possibilité de travailler aux côtés de certains des professionnels les plus talentueux et les plus motivés du secteur. Présent dans 38 pays du monde dont 20 en Afrique, c'est depuis 1992 qu'il opère en République Démocratique du Congo à la suite de l'acquisition d'ANZ Grindlays Zaire qui existait dans le pays depuis 1973.

Standard Bank RDC offre une gamme variée de produits et services par le truchement de ses diverses branches à travers la RDC via un réseau des intermédiaires (banques correspondantes). Nos clients vont des entreprises de toutes tailles aux grandes multinationales ainsi qu'aux institutions. Nous sommes passionnés par la création de croissance en Afrique.

Ainsi, afin d'apporter une valeur réelle et significative à nos clients et aux communautés que nous servons et créer un réel sentiment d'utilité, nous avons développé une expertise dans la prestation des services liés aux besoins des entreprises minières, multinationales et autres organisations internationales opérant en République Démocratique du Congo.

Nos équipes allient leur connaissance approfondie sur les conditions et déterminants du marché en RDC à l'expertise du Groupe Standard Bank opérant dans les marchés émergents aux fins de développement des solutions sur mesure répondant aux besoins de la clientèle.

### **II. JOB DESCRIPTION**

#### **JOB INFORMATION**

Job Family : Operations  
Reports to : Country Chief Executive

#### **JOB PURPOSE**

- Effectively align business operations to the country business strategy
- Effectively align business operations to the Group Operations strategy
- Leads Operations towards becoming an efficient and effective business function.
- To pro-actively identify, assess, and leverage opportunities, operational risk, operational and systemic processes with the purpose of providing a secure, cost effective and responsive service delivery area

#### **JOB FUNCTIONS**

##### **Essential Functions**

##### Strategic Execution

- Develops and implements the Operations strategy and continuously improves the Business Operations model in coordination with PBB and CIB, with a view of ensuring efficient and effective functioning and high level of service within Operations.

## Essential Functions

### Cost Management and efficiency

- Develops and implements initiatives to reduce costs and ensure that budgets for Operations are efficiently met.
- Ensures that throughput is maximised throughout Operations by implementing principles of Lean manufacturing and Six Sigma

### Resource Utilisation

- Ensures effective, efficient, and optimal utilisation of all resources (human and capital) to be responsive to competitive pressures, changing market conditions, client needs and business strategies.

### Operational Performance

- Identifies and defines strategic and tactical operational performance metrics geared towards meeting country objectives by leveraging opportunities.
- Ensures alignment to the Customer Value Propositions, Service Level Agreements and benchmark targets through constant monitoring and evaluation of Operation's performance to ensure a high-level of service for our customers.
- Collaborates with other areas to ensure that best practices and a standard approach is followed.
- Provides accurate and timeous MIS as per the matrix agreed with Centre (ROA Operations) to enable informed decision making.

### Control

- Identifies and assesses the risks facing both systems and business processes thereby providing effective loss and risk management and so minimising the operational risks.
- Liaises with business stakeholders in ensuring that regulatory, group policy standards and minimum operating procedures are observed to minimise the Bank's exposure to risk.

### Rollout of Change Portfolio

- Enables rollout of change initiatives/ programs by considering the best possible methods and approaches to ensure improved customer satisfaction.

### People management

- Drives a performance management and career development culture through mentoring and motivating in regular team and one-on-one meetings to ensure optimal performance and minimise staff turnover rate.
- Ensures that the correct calibre of staff is recruited by participating in the recruitment process thereby ensuring Operations has the correct talent to meet the strategic goals at all times.
- Ensures that resources are skilled across the different processes to enable cross product and cross function workload balancing.

### Self-Development

- Identifies appropriate formal and occupational (informal) training needs and courses (internal/external) to develop oneself.
- Up-Skills oneself regarding new products and procedures through attendance of workshops/presentations and reading of internal and external communications.
- Consistent achievement of high levels of customer service and satisfaction
- Compliance and improvement on turn- around times (TAT)
- Quality of outputs
- Improved customer service and satisfaction levels as per customer survey results
- Reduction of costs and increased throughput
- Optimal and flexible allocation of resources between critical areas
- Efficient utilisation of resources (human and capital)
- Compliance to regulatory requirements governing banking practices.
- Effective management and mitigation of operational risks
- Management of relationships with suppliers and stakeholders
- Efficient rollout of change initiatives/ programs

### III. REQUIREMENTS

#### QUALIFICATIONS

##### Education

Type of Qualification	Field of Study	Required / Preferred
First Degree	Business Commerce, Finance and Accounting, Banking	Required and Preferred
Post Graduate Diploma	Business Commerce, Finance and Accounting, Banking	Required or Preferred
Post Graduate Degree	Business Commerce, Finance and Accounting, Banking	Required or Preferred
Masters Degree	Business Commerce	Preferred

##### Work Experience

Experience	Experience Details	Required / Preferred
8-10 years	Working in an Operations environment in financial services or banking	Required and Preferred
5-7 years	Experience managing complex business operations, ideally within a multi-national financial services corporation	Required and Preferred
3-4 years	Leading teams, informing strategies, and coordinating plans and initiatives to deliver strategy, preferably in a matrix structure.	Required and Preferred
3-4 years	Track record of delivering exceptional service to stakeholders and continuous improvement of the Operations environment	Required
Total number of years' experience	10 years	

#### BEHAVIOURAL COMPETENCIES – ESSENTIAL

Directing People	Is comfortable leading people; coordinates and directs groups; seeks to control things
Empowering Individuals	Motivates individuals by empowering them; seeks to inspire people and groups; gives encouragement to others
Team Working	Works participatively with others; is democratic and encourages team contributions; collaboratively involves others in decision-making
Articulating Information	Is articulate in giving presentations; is eloquent and explains things well; projects social confidence when articulating information
Upholding Standards	Behaves ethically and justly; is discreet and maintains confidentiality; meets commitments by acting with integrity
Developing Strategies	is focused on developing strategies; thinks in the longer term and anticipates trends; envisages the future and adopts a visionary approach
Resolving Conflict	Is comfortable calming upset people; handles angry individuals well; is focused on resolving conflict and arguments
Interacting with People	Is lively and projects enthusiasm; is talkative in making contact; is focused on interacting and networking with people
Making Decisions	Is determined and decides on actions; willingly assumes responsibility; is definitive and stands by own decisions
Showing Composure	Stays calm and relaxed during events; is not worried and tolerates stress levels; is composed in dealing with pressure
Convincing People	Is comfortable having to persuade others; shapes opinions by being outspoken; seeks to negotiate with others
Providing Insights	Is focused on continuously improving things; provides insights by identifying key issues; makes intuitive judgements

## TECHNICAL COMPETENCIES

Operational Excellence and Automation		
Competency Group	Level	Competency Description
Automation Acumen	3. Seasoned	Ability to identify inefficiencies and opportunities for automation through application of Automation concepts and principles.
Automation Enablement	3. Seasoned	Ability to initiate, lead, implement and measure automation initiatives.
Automation Literacy	3. Seasoned	The ability to understand and apply emerging technology to enable business and customer success.
Business Intelligence	3. Seasoned	Ability to identify, source, analyse, disseminate information which includes products, technology, markets, competitors, industry & ecosystems. Analyse, interpret & evaluate the results to transform data into meaningful & useful business information.
Client Relationship Management	4. Advanced	Ability to define client needs, resolve requests, issues and complaints effectively. Keeping clients informed through professional communication. Adopting processes to enhance and track customer satisfaction.
Coaching and Mentoring Operational Practices	4. Advanced	Ability to apply coaching methods, tools and techniques to coach employees, colleagues and stakeholders with the purpose of enhancing their Operational Excellence knowledge and skills to advance their operational practices.
Collaboration	4. Advanced	Ability to collaborate in the pursuit of common missions, vision, values & goals. Fosters synergy in own & across teams & capabilities, building on expertise & knowledge. Draws on the strengths of colleagues & acknowledges the contributions of others
Continuous Improvement	4. Advanced	Ability to identify & implement improvement opportunities considering inter-dependencies, trends, best practices, continuous assessment of processes, methods & systems, re-engineering and re-design with stakeholders in mind & benefits/value realised.
Data Analytics & Visualization	3. Seasoned	Ability to source, analyse and argue with various sources of data, interpret information and display meaningful metrics visually in understandable formats to enable decision making.
Logical Reasoning	4. Advanced	Ability to use analytic thinking to break down and work through a situation or problem to arrive at an outcome or conclusion.
Operations Commercial Acumen	4. Advanced	Ability to understand and apply sound financial principles to evaluate the contribution of different strategies, actions, decisions and individual impact on financial results and value creation.
Operations Risk Management	4. Advanced	Ability to manage exceptions, reducing variations, adhere to risk controls, monitor data accuracy & ensure compliance with processes, laws & regulations. Take corrective action, drive transparency, proactive prevention, support & relevant reporting.
Process Management	4. Advanced	Ability to read, document & interpret a process, understanding the process objective & context, activities, decision points & exceptions related to each process step. Analyse, monitor, control & optimise processes for improved business performance.
Resource & Capacity Optimization	4. Advanced	Ability to coordinate and prioritise resource allocation effectively to meet customer demands and deadlines, whilst ensuring high levels of quality, productivity levels and customer requirements.
Strategic Alignment & Execution	3. Seasoned	Ability to translate the organisation's long-term goals into business area, team and individual goals. Alignment and execution of strategic, tactical and operational efforts to contribute to the strategic objectives.
Working in a Matrix Structure	3. Seasoned	The ability to work effectively within the multiple hierarchical dimensions of a matrix organisation by successfully navigating the challenges of matrix management and influence leadership in order to drive delivery.

Competency	Level	Competency Description
Creative Problem Solving	3. Seasoned	Ability to break down problems into fundamental parts by applying tools and techniques to determine the root cause of process or control failures and apply creative methods to come up with solutions to prevent future failures.
Process Automation Value Management	3. Seasoned	Ability to link business processes, volumes and Straight Through Processing (STP) concepts to conduct impact measurement and realisation of benefits in relation to project outcomes.

SCOPE		
People Management:		
	# Direct Resources Managed	# Indirect Resources Managed
This position manages/supervises people	1-8	11-50

Contact with Others	
Represents the organization as the primary contact. Interacts with management and senior value-chain partners on matters requiring coordination across organizational lines. Achievement of objectives requires ability to influence others both internally and potentially externally.	
Contacts Descriptions	Interacts externally with regulatory bodies such as Central Banks, industry associations and participants as well as other financial services organisations and banks. Internally a high level of collaboration required to navigate the matrix structure.

#### IV. COMMENT POSTULER?

Les personnes intéressées sont priées d'adresser leurs candidatures par e-mail à l'adresse électronique [info@standardbank.cd](mailto:info@standardbank.cd) en reprenant l'intitulé du poste en objet de leur e-mail. Les dossiers comprendront **uniquement** une **lettre de motivation** ainsi qu'un **Curriculum Vitae détaillé à jour en anglais** renseignant les numéros de téléphone et adresses e-mails d'au moins **trois personnes** de référence.

Seuls les candidats de nationalité congolaise remplissant les critères susmentionnés seront considérés pour la suite du processus. Il sied de préciser que les **candidatures féminines** sont vivement encouragées et que la maîtrise de l'**anglais oral et écrit** sera un élément déterminant dans la sélection des profils.

La date de clôture pour la réception des candidatures est fixée au **mardi 10 décembre 2024 à 17h00'**.

**La Direction des Ressources Humaines**