

DEPUTY MANAGER - OUTSOURCING MONITORING MANAGEMENT

THE JOB

- Ensure to align outsourcing activities with the organization's overall strategic goals and objectives, contributing to planning and decision making.
- To handle complaints, maintain records of such complaints and carry out periodic supervision over outsourced activities.
- To have an understanding of the third-party vendors and the outsourcing service providers separately for a particular year.
- Manage and oversee relationships with outsourcing partners, ensuring they adhere to contractual agreements, SLA's and quality standards.
- To establish and enforce quality assurance processes to guarantee that outsourced services meet or exceed the organization's standards and expectations.
- Assist Compliance team during the regularity audit / adhoc information requests with regards to outsourcing related inquiries.
- Ensure that the Bank's business continuity plan (BCP) contains the relevant outsourcing arrangements of the bank.
- To ensure internal controls are maintained through self-audits, periodic checks and such others.
- Ensure the adherence to all current and upcoming regulatory requirements.
- Ensure adherence to all internal and external audit.

THE PERSON

- Fully / partly qualified in CIMA, ACCA, CISI, CFA or relevant experience for more than 3 years in the industry.
- Possess 5 years' of experience in Custody and Trustee Functions.
- Strong communication, problem solving and people management skills.
- Good Planning & Organizing Skills.
- Ability to pay attention to details & be accurate.
- Possess knowledge on Power BI.
- Should be a team player who work towards common business goals.

Position is at Deputy Manager Level

Please login to <https://www.ndbbank.com/careers> to apply on or before 10th January 2025.

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