

Job Description

JOB TITLE	Chief Operations Officer
LEVEL/BAND	Chief Officer
DIRECT REPORT (JOB TITLE)	Chief Executive Officer

Overall Purpose of the Position

The COO is responsible for leading and maintaining the effective governance and stewardship of the Bank's operations, support and customer on-boarding programme, providing strategic direction and aligning priorities to ensure accountability and control. This is a senior position in a modern and dynamic banking environment. The COO reports to the Chief Executive Officer and holds membership on Board and Management committees.

Operational Responsibilities

- Leads and recommends to the Board an annual operations budget and forecasting plan that supports the Bank's long-term strategy;
- Actively collaborates with colleagues in the development and delivery of the Bank's strategic, business and operational plans, focusing on continuously raising the bar;
- Oversees the Operations, Support and Customer On-Boarding Departments, including the integration of management concepts into strategic and business planning, coordinating service line activities, and advising site leadership in strategic and change oriented initiatives to effectively prepare for the future, with responsibility for:
 - Cash Services, Credit Services & Administration, Wealth Services, Cards and Payments functions;
 - Records Management, Security and Logistics, Maintenance Services, Procurement and Contracts Management, Premises and Programme Management functions; and
 - Customer Profiling function.
- Sets the vision and tone for high operations, support and customer on-boarding standards, working in conjunction with all other senior leadership across the Bank.
- Maintains and develops related company policies and procedures in line with regulatory guidelines, industry service standards and codes of conduct.
- Drives performance improvement, leading identified areas for improvement, developing strategies and projections, identifying "quick wins", establishing the go-forward operating model, implementation, governance and on-going monitoring and utilising process improvement techniques.
- Provides vision and leadership necessary to manage business alignment, effective governance, operational efficiency and performance monitoring and measurement.
- Develops and leads a highly collaborative and proactive operations, support and customer on-boarding strategy, using modelling and analytics, able to navigate the increasingly complex business and regulatory environment.

General Responsibilities

- Actively interfaces with other Senior Management and Departments to ensure smooth, efficient processes and optimum use of resources and technology, overall supporting management projects, participating in committees and working groups.
- Supports key business initiatives and new opportunities through an understanding of business issues, whilst overall managing strategic and execution risks making optimal use of information mining and analyses.
- Ensure application of consistent policies, guidelines and priorities for all matters relating to Operations, Support and Customer On-Boarding.
- Leads, inspires and coaches direct reports, team members and line-staff to achieve their targets while supporting their professional and personal development.
- Demonstrates an ability to lead and exercise authority through guidance, expertise and experience, showing both strategic and operational understanding of the business model.
- Consonant with the senior management nature of the position, keeps in sight the need to optimise efficiency and revenue while exercising diligent cost management.

Qualifications, Skills & Competencies

- **Mandatory**

Skill

- Of the highest integrity, independent and able to take initiative, works well with minimum supervision and under pressure, commits to deadlines and is a team-player.
- Speaks clearly, concisely and with confidence; demonstrates an ability to communicate complex ideas clearly and fluently in English.
- Passionate about the position, committed towards what is involved and required; motivated to grow within the Bank.
- Approachable, self-disciplined, objective, forward-looking and results-oriented. Above all, an influencer.
- Strong leadership and management skills to successfully motivate, coach and develop team members, committing to high service levels to the functions, organs and individuals receiving a service from the Operations, Support and On-Boarding departments.

Experience

- A minimum of ten (10) years of relevant senior experience, also with a business background and ideally at a bank or banking group of significant importance.
- In-depth knowledge and experience in bank operations, payments, support and customer on-boarding together with related legislation, regulation and industry standards.
- A demonstrated understanding of the complex and diverse threats that a banking institution can be exposed to, including emerging technologies.
- Excellent writing, analytical, problem solving and presentation skills, with an ability to discern issues and focus on material risks and/or control weaknesses.

- Proven track record in achieving results, both as an individual contributor and from a managerial perspective, optimising on the Departments' reporting lines and relationship.
- Strategic thinker and pragmatic implementer, widely read, agile mindset, decisive and able to support efficient methods of bringing about change in an area typically associated with conservative thought.
- Embraces the perspective of a modern banking organisation, in particular the drive and commitment needed to work and thrive in a dynamic, fast changing environment.

Qualification

- Professionally qualified with the gravitas and experience that are able to combine prudence with commercial sense and customer focus.

Structure

Chief Officer

