

GM-Process Improvement at Equity Bank Kenya

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Company: JobWebKenya

Location: Kenya

Category: architecture-and-engineering

Job Description

Equity Bank Limited (The “Bank”) is incorporated, registered under the Kenyan Companies Act Cap and domiciled in Kenya. The address of the Bank’s registered office is 9th Floor, Equity Centre, P.O. Box – Nairobi. The Bank is licensed under the Kenya Banking Act (Chapter), and continues to offer retail banking, microfinance and related services. The Bank has subsidiaries in Kenya, Uganda, South Sudan, Rwanda and Tanzania. Its shares are listed on the Nairobi Securities Exchange and Uganda Securities Exchange. Equity Bank was founded as Equity Building Society (EBS) in October and was originally a provider of mortgage financing for the majority of customers who fell into the low income populationResponsibilities

The GM: Process Improvement is the Principal Deputy to the CIO: Business Process Innovation.

The position requires detailed experience in business process reengineering, program management, business transformation, strategy, operations, and Change Management. Additionally, the incumbent must be able to flex between the strategic and the operational aspects of transformational programs and projects.

Requirements

Qualifications

The role is responsible for the following:

Facilitating the delivery of high profile business transformation projects through creation

of a linkage between the One Equity Business Transformation Strategy and programs/projects execution, and operationalisation.

Interact and manage relationship with all levels of management and be able to document existing processes, manage and analyze data, and recommend improved/digitised business processes

Use knowledge and previous experience understanding of process improvement approaches to train and/or facilitate working sessions to document business processes and business requirements and follow through to execution

Provide practical expertise on training and technical assistance in business process analysis, change management, and other performance improvement techniques

Lead the analyses of the Group's operations, business processes, and organizational structures using business process reengineering and improvement methods and tools

Support implementation of projects and change requests using project and change management approaches and interact with staff, management and executives to accomplish project and business objectives

Work in a team environment and provide business process management expertise to project work streams and BAU process improvements

Provide guidance and advice to senior leaders and officers on the most effective and efficient use of resources to ensure positive and measurable outcomes

Manage and maintain a business processes repository and coordinate updates to the inventory working with various Operations departments, businesses, and risk teams

Run reports on process reviews and coordinate annual risk refresh activity with Business and Risk teams

Identify opportunities to improve work processes, enhance quality of service and productivity, and communicate opportunities to the departmental head

Develop and monitor scorecards and other tools to measure success of process improvement initiatives across departments

Support the development and implementation of policies and procedures necessary to support operational processes

Support the development of service levels agreements

Stay abreast of leading practices for business process documentation and execution

Champion process improvement methodologies (e.g., Lean, and Six Sigma, BPMN 2.0,), Total Quality Management (TQM), 5 Whys analysis, Plan Do Check Act (PDCA))

Support a culture focused on customer service, continuous improvement, and performance measurement

Foster a process based culture by performing the following organizational processes: communication, customer relationship management, performance management, performance measurement, knowledge management, people development

Use feedback system to enhance business performance and organizational effectiveness

Partner with functional teams to share continuous improvement best practices

Coach the other teams on process improvement practices; understand how to drive behavior change and adoption for new/changed processes

Minimum Education:

Master's degree

Minimum Experience

Over 10 years' experience in Business Process Management, Project/Program/ Portfolio Management and Change Management

Critical Competencies

Excellent interpersonal, negotiation, coaching, verbal, and written communication skills, as well as tact, diplomacy, and the ability to maintain strict confidentiality

Ability to manage key stakeholder expectations, concerns, and to identify and mitigate project risk as required

Viewed as a trusted advisor, to the business, with a successful track record in building and

maintaining strong relationships at all levels of the organization

Ability to positively influence others in a desired direction to achieve identified outcomes without direct lines of authority

Attention to detail and passion for delivering outstanding service

Ability to simplify complex things and make them simple to execute

Ability to coach and influence at all levels within the organization

Ability to multi-task and work independently as well as part of a team

Self-motivated

Ability to effectively detect, surface, and resolve conflicts among individuals and/or work groups

Ability to drive and maintain employee engagement across a large organization

Ability to coordinate delivery of work activities and deliver the objectives

Ability to communicate ideas both orally and in writing to influence others using face to face conversations, formal presentations, and group discussion

Ability to recognize the appropriate style, level of detail, and message for the audience

Ability to identify concerns before they become problems, and to propose solutions to the concerns

Proficiency with Microsoft Word, Excel, PowerPoint, MS Visio, Project Planner and other process mapping applications

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