

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