

IMPORTANT NOTICE

Cavmont Bank Limited is a diversified financial institution with 16 outlets across the country that provides high quality products, services and financial solutions to the Retail and Corporate markets.

We are looking for outstanding Human Resource with extensive experience at Senior Leadership level in high profile and complex environments with exemplary levels of performance history, who are decisive and tenacious, with a track record of delivering growth; and who attract and create talented, high performing teams:

BUSINESS PROCESSES & PROCEDURES ANALYST

PRIMARY PURPOSE OF THIS POSITION

To contribute to the attainment of the Cavmont Bank objectives. The Business Analyst is the functional expert on the specified project or process; he/she will be the point of contact between the business unit Subject Matter Expert (SME) and Information Technology's Application Development Specialist and will work closely with the Project Managers and other stakeholders to align processes and projects with the business. The Business Analyst should collaborate with project, product, and process management; development and QA on elaborating requirements, defining functional and non-functional specifications and scoping product features and enhancements in CBL.

KEY PERFORMANCE AREAS (KPAS)

- Determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
- Improves systems and processes by analysing requirements; constructing workflow charts and diagrams; studying system capabilities; identifying issues and risks and writing specifications.
- Contributes toward and assists with project and process management duties.
- Documents processes, procedures, work flows, and develops clear and detailed process maps and requirements.
- Provides references for users by writing and maintaining user documentation; train-the-trainer.
- Prepares technical reports by collecting, analysing, and summarising information and trends.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

PEOPLE MANAGEMENT

Effectively involve co-workers in efficient and effective problem resolution within a team atmosphere.

CUSTOMER FOCUS

Provide customer service and support in professional manner to Bank Windhoek as well as the various CIH group companies and subsidiaries;

CORE COMPETENCIES:

- Deciding and initiating action
- Relating and networking
- Writing and reporting
- Applying expertise and technology
- Analysing
- Learning and Researching
- Creating and Innovating
- Delivering Results and Meeting Customer Expectations
- Adapting and Responding to Change
- Coping with Pressures and Setbacks

KNOWLEDGE & SKILLS AND EXPERIENCE REQUIRED

THE JOB REQUIRES:

- 3 years relevant experience
- Financial services industry experience preferred
- Computer skills including good proficiency with Microsoft Project, Microsoft Visio, BPM software solutions and/or other project management tools as well as Microsoft Office Suite
- Exceptional conceptual and analytical skills
- Demonstrate outside-the-box problem solving skills.
- Excellent knowledge of banks systems and procedures
- Exceptional written and verbal communication skills
- Strong relationship building skills
- Ability to work without supervision

QUALIFICATION

- Full Grade 12 Certificate
- Bachelor's Degree in Business Processes/Project Management or Information Technology.
- Knowledge of both theoretical and practical aspects of project management
- Minimum of 5 years' project management experience in the utilization of a structured project management methodology and a minimum 2 years supervising staff in a project management or business analysis role.
- Certification in PRINCE2 / Six Sigma / Business Analysis will be an added advantage
- Experience / exposure to banking / payment system business processes and or procedures will be an advantage

We welcome applications from suitably qualified candidates, which include a cover letter and comprehensive curriculum vitae, via email only, to hr@cavmont.com.zm no later than Friday 04th October, 2019. ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED