Job Description

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Job Title
Payments Operations Manager

Job Location
Dar es Salaam

Category
Operations

Job Type
Full Time

Job level
Manager

Industry
Banking

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
Banking: 4 Years

Secondary Industry
-

Primary Category
Operations: 4 Years

Secondary Category
-

Certificate
-

Qualification
-

Summary

This role holder in charge for overall wire transfers: - Inward and outward payments, robot queue management,manual payments, SAP payments queue and by ensuring payments are processed as per required standards. The Payments Operations Manager should be well knowledgeable of how payments related system operates, and responsible for understanding robot operations.

The role requires a high degree of management, development and implementation of controls and compliance across the business and working closely with other people managers, functional business heads and COO to ensure support for Business growth, Controls Management and efficient processes.

Responsibilities

Payments Operations Functionalities : Weighting 55%

- Managing payments operations end to end by ensuring well coordination from front office to back office. Ensuring that e2e process is at acceptable standard to meet business expectation and overall payments strategy.
- Wider knowledge on how SWIFT operates to increase efficiency and reduce operations loss that may be caused due to lack of knowledge
- Competent on how robot operates and understand end to end TRA & GePG payments
- Ensure all payments are processed the same day (Inward and Outward)
- Ensure that all standing orders are processed on due date with nil customer disappointment
- Co-ordinate and manage GL to ensure proper accounting records are maintained tomeet reporting requirement of Central Bank and Head Office. Periodically review and ensure that Internal and External accounts are reconciled and recommend appropriate actions to resolve outstanding items
- Basic knowledge on balance sheets, SAP and internal accounts
- Coordinate with Reconciliation and finance to ensure no outstanding/exceptional reports related to wire transfers. Timely escalation and closure of any anomalies
- Ensuring that banking procedures are communicated and carried out in a consistent manner. Be aware of all Banks & or

Products related Policies and Procedures and Support their incorporation in related Manuals

- Support Business in New Projects/Initiatives.
- Drive Negotiation, development and implementation of SLAs to drive performance within agreed Business specs.
- Ensure any exceptional entries are attended to on time as per the business rules
- Identify and drive cost saving initiatives to contribute numbers in the Business Performance's bottom line.
- Ensure development & job rotation of the staff. Provide sufficient training and cross training to staff members thereby creating back-ups and smooth leave management.
- Coordinate and ensure self-audit within payment space is carried out on a regular basis in order to obtain green status during internal and external audit
- Collaborate well with other managers within operations and across the bank for knowledge gaining and sharing for the positive contribution at overall bank performance
- Contribute to overall business strategies through day to day activities, attend meetings and workshops with positive impact.
- Coordinate with respective units on Country Business Continuity Management (BCM) plan and ensure the plan is updated regularly
- Ensure suppliers are managed within the Supplier Management policy (eg. SWIFT printer etc)

People Management and team working : Weighting 25%

- Work closely with the head of commercial operations as one team to ensure delivery of excellent performance and production of good quality work
- Through constant coaching and constructive feedback , responsible for control, direction and motivation of staff in Payments.
- Provide cover for other team managers as required and be a fast learner, doing wholeheartedly, communicating with passion and enthusiasm, embracing change as a way of working.
- Coordinate team meetings and have a succession plan for your roles and all that reports to you
- Achieve individual and team targets in order to meet customer expectations and improve customer experience (both internal and external)
- Effective leadership and team development skills to manage Payments resource , potentially between different culture
- Understands the best combinations in terms of specific attributes or capabilities as well as team required to produce high performing teams and team cohesion through challenging times
- Drive regular review and containment of operations costs and losses to ensure that leakage of revenue does not occur.
- Ensure protection of the Bank's assets
- Drive process understanding within function so that the team can operate efficiently when the systems are not fully operational.
- Ensure that all your staff are trained and versed where necessary, on system security, key functionality, standard reporting and report design, daily maintenance,end-of-day processing and backup requirements.
- Liaise with Local IT and software vendor to increase and prioritize system capability to meet changing business requirements
- Recommend where necessary, upgraded equipment to support the business as volumes and sophistication increase
- Ensure that all staff are aware of the precautions against fire and safety, emergency evacuation, policy/procedural requirements, Whistle blowing, MCB rules & regulations, Business regulations including KYC, money laundering guidelines etc. as well as KYR (Know Your Responsibility)

Risk Management : Weighting 15%

- Ensure we attain a Green Audit

- Maintain a good risk profile with tight Controls and standard SLAs
- Ensure a thorough understanding of the inherent risk that come with Inward and Outward TT's and the relevant mitigating controls for the process
- Ensure adherence to statutory, sanctions, legal and group requirements
- Comply with operational risk and rigour standards in respect of protecting people, customers, assets and the organisation
- Perform PAIS health checks
- Achieve operational rigour excellence in all aspects of activities, processes and procedures undertaken
- Ensure all outstanding entries in the NOSTRO/BOT Accounts are escalated on time as per the business rules
- Maintain high standard in day to day processes, fight negligence's within the team and ensure nil operational losses

Continuous Improvement/ development: Weighting 5%

- Identify potential training for your team and personal development
- Identify knowledge gaps, skills and competences then engage with the People Function for development plan
- Develop and agree individual performance objectives, standards and targets for staff under your control.
- Ensure skills matrix are in place and same is used for TNA (Training Needs analysis) purposes in conjunction with L& D.
- Responsible for control, direction and motivation of staff in Doc preparation and helpdesk. These include performance contracts, constant coaching and feedback.
- Expert knowledge of techniques for Swift , eBOX, BOC & Morongwa to ensure complex cases are handled seamless with minimum supervision and to reduce escalations & dependencies

Risk and Controls Objectives

- Manage risk and control effectively by applying applicable risk frameworks and embedding a positive risk culture
- Understanding of own role in the end to end processes in which you play a part, including applicable risks and controls.
- Adhere to Absa's policies and procedures applicable to own role, demonstrating sound judgement and responsible risk management.
- Report all risk events / incidents / issues using the defined process for your business area and help to understand why these happened and how to prevent them in future.
- Proactively look for ways to improve the control environment by considering what could go wrong in the processes you operate and how errors could be prevented.
- Continuous and proactive engagement with regulatory bodies, unions where applicable
- All mandatory training completed to deadline

Education & Qualifications

- Bachelors/Master's degree in relevant professional qualification in banking and accounting from a reputable institution

Requirements

- Expert knowledge of techniques for Swift , eBOX, BOC and Morongwa
- Able to adopt and/or coach the use of a variety of methods to keep PAIS processes up to date within acceptable standard
- Ensure smooth implementation of work packages pertinent to the Outward/Inward TTs.
- Understanding of Bank's systems
- Understanding of message types and their usage.
- Understand how robot and any other new software operates as we move to digital led organisation
- Understand Bank strategy

- General knowledge of the bank processes like Foreign Exchange, trade and other products
- Flexibility when required to work longer hours to cater for the demands of the job especially during peak periods

Characteristics

- Effective leadership and people management
- Team development skills
- A learning mind-set with proven capability to rapidly assimilate complex business issues, to quickly solve problems in a structured manner or pre-empting issues that may arise where there is limited precedence
- Capable for facilitating/running workshops related to Swift
- Highly skilled in influencing and stakeholder management to ensure the successful delivery of Business target
- Confident and able to influence Senior leaders

Reporting To

Head of Commercial Operations

Driving Licence

Not Required

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