

Job Profile

Job Information			
Job Title	Head of Operational Risk, Group	Job Grade	6
Function/Business Area	Risk	Number of Direct/ Indirect Reports	2
Reports To	Group Head of Risk	Total Number of Reports	
Location	Blantyre, Malawi	Date	20 September 2024

Job Purpose
<p>The role holder will be on a Fixed Term Contract, and responsible for promoting and embedding FMBCh's Enterprise Risk Management Framework (ERMF) processes. This includes implementing and embedding the tools, policies, standards and procedures required for the business to manage its current and emerging risks.</p> <p>The role holder will manage the Operational Risk Management (ORM) team as part of the wider FMBCh Risk organization under the Group Head of Risk and is responsible for the development and ongoing support of a consistent Firm-wide risk and control framework.</p>

Main Accountabilities

ERM Framework – 10%	<ol style="list-style-type: none"> 1. Implement a robust, structured, and explicit risk management practices anchored around a central established ERM framework across the Group at a country and function level. 2. Embed existing, new and/or updated ERM principles and capabilities across the Group with the aim to build up “a culture of risk” and embed risk management awareness and consistent practices. 3. Carry out the annual review of the ERM Framework ensuring it is kept up to date. 4. Advise the GHOR on changes and enhancements to be made to the Framework to ensure it remains market-leading and aligned to the firm's overall strategy and objectives. 5. Responsible for providing training to First Line risk champions, raising awareness of risk management and the ERMF processes applicable to staff.
Risk Assessment and Identification – 30%	<ol style="list-style-type: none"> 1. Responsible for Second line oversight of Operational Risk in the Group, ensuring that the business proactively identifies, manages, mitigates and monitors current and emerging risks to the business in line with Risk Appetite, relevant Group Risk policies and the ERMF. 2. Oversight and challenge of the business' adherence to Risk Appetite for Operational Risks, ensuring the process is owned by relevant First Line teams. Leading the annual refresh of the Risk Appetite for Board approval and operationalizing it at a more granular level within the business. 3. Ensure that all material risk events are identified, evaluated, managed and proactively reported to the Risk Management Committee and other relevant stakeholders. 4. Organize and facilitate workshops for process mapping of key business processes, the identification and assessment of inherent business risks and controls 5. Providing review and challenge to operational change projects via steering committee membership or undertaking project risk reviews.
Risk Mitigation and Control – 40%	<ol style="list-style-type: none"> 1. Oversight of risk events, challenging First Line risk champions and risk owners on remediation and resolution of risk events, escalating issues and concerns as required. Responsible for trend

	<p>analysis on incidents, risk events and near misses to identify weaknesses and opportunities for improvements to operational risks and controls.</p> <ol style="list-style-type: none"> 2. Responsible for second line risk reviews on key current and emerging Operational risks, identifying, assessing, escalating, and reporting on potential operational risks, controls, vulnerabilities, and issues to FMBcH. 3. Influence and monitor progress of action plans to improve the risk and control environment arising from risk assessments, risk monitoring, internal and external audits and regulatory inspections. 4. Facilitating or supporting scenario analysis or simulation exercises to assess the potential impact of risks and vulnerabilities and the businesses' ability to respond. 5. Responsible for defining and maintaining the suite of Operational Risk Management Standards, which clearly articulate the responsibilities and activities to be performed by the business for effective risk management, aligned with internal and external requirements. 6. Oversight and assessment of the adequacy and effectiveness of the Material Controls. 7. Develop and maintain key stakeholder relationships across the business, performing the role as a 'critical friend' to help the business optimise its risk management activities. 8. Act as the subject matter expert within the Corporate Governance functions for operational risk management.
Risk Reporting and Communication – 10%	<ol style="list-style-type: none"> 1. Reporting on the Risk profile to the GHoR, the Group's Senior Leadership Team, Group Board Audit and Risk Committees; highlighting key risk indicators, ongoing risk management efforts, and recommendations for improvement. 2. Develop and maintain key stakeholder relationships across the business, performing the role as a 'critical friend' to help the business optimise its risk management activities. 3. Provide timely analysis and expertise on risk issues by presenting data and information in a meaningful format to be actioned and to support decision making.
People Management – 10%	<ol style="list-style-type: none"> 1. Lead and oversee the Operational Risk team, ensuring high standards are maintained with a positive team culture and morale, and ensuring that team members are trained and developed to meet the needs of their role and career aspirations. 2. Delivers effective performance development for any direct reports. 3. Stand-in for as well as perform duties as delegated from time-to-time by the GHoR

Knowledge, Expertise and Experience Technical skills/Competencies	
<ul style="list-style-type: none"> • Candidates will have a strong advantage if: <ul style="list-style-type: none"> - They have experience of change leadership or transformation within the operational risk environment and/or - Have been involved with regulators in remediating crystallized incidents and/or • Solid quantitative and qualitative analytical skills, attention to detail and strong excel skills; • Strong communication skills (both written and oral) with the ability to speak confidently and authoritatively on a range of subjects • Proven leadership and interpersonal skills with ability to work with a fair degree of autonomy and demonstrate initiative and a sense of personal accountability, but remain a team player and enjoy contributing in a cooperative environment • Ability to work well in a small, collaborative team. 	
Technical skills/Competencies	
<ul style="list-style-type: none"> • A degree (BSc/MSc, MBA or equivalent) with specialization in business, risk management or finance. • Relevant certification in Risk Management or related field (CFA, FRM) is preferred. • Minimum 10 years' Operational Risk Management experience of which a minimum of 5 years has been spent in managerial roles 	

First Capital Bank Values

The values provide a framework for how we in First Capital Bank work together and how we serve our customers and the communities we are in

- Our service is our pride.
- We have a shared responsibility for our business.
- We value time and deliver quickly.
- We are open and honest, but respectful.
- We find simpler ways of doing things.
- Integrity and Reputation are our wealth