Annexure 1

Terms of Reference

Job Title: Director, ICT and Digital Banking Department	
Reports to:	**Chief Executive Officer**
Function:	Strategic planning, review, and monitoring of the ICT and Digital Banking related functions of the bank.

Accountabilities/Responsibilities

1. *Supervisory Authority*

The Director shall be the supervisory authority for the following Sections:

i. ICT Division
ii. Digital Banking Division

2. Audit functions

Ensure and support timely and necessary audits of the Department.

3. Governance

i Support the Board in the effective discharge of its governance responsibilities by ensuring that Board agendas are aligned with the Bank's planning and reporting cycles, Board papers are circulated in a timely manner, and Board members are adequately informed of their duties and responsibilities. Ensure that the Bank adheres to sound corporate governance practices and complies with all applicable Acts, Rules and Regulations in force; and

ii Ensure that the Bank maintains appropriate, current, and effective policies and procedures that are aligned with applicable laws, regulatory requirements, and recognized good governance practices.

4. Human Resource

i Inculcate robust performance culture in the Department;

ii Responsible for promoting employee engagement and morale in the organization through planning and implementation of appropriate programs; and

iii Responsible for implementing and managing change and supporting staff through this process.

5. Financial Management and Control

i Responsible for the proper financial management of the organization through strict control of expenses at all Branches and Divisions under him/her ensuring that all financial controls are in place and adhered to, that financial systems are fit-for-purpose and properly implemented and that the organization is properly resourced to deliver on the strategic plan.

ii Responsible for ensuring that banking transaction accounts are monitored and reconciled for correct accounting and the overall financial health of the organization. Providing timely compliance and other reports to RMA and other statutory bodies as required by Law/Regulations; and

iii Responsible for preparing the Annual Budget and ensuring that expenditure is controlled in line with budget.

Strategic:

i Responsible for recommending appropriate cost-effective technology solutions to meet the Banking needs.

ii Responsible for developing IT resources and skills so that they can support and enhance the Banking technology (IT infrastructure, software, applications, network and database).
iii Responsible for enforcing security procedures for ensuring data integrity and auditability of the Banking technology and monitor adherence to security procedures.
iv Responsible for planning, future proofing, acquisition/ upgrade of hardware/ software so that capacity utilization is optimal and thus ensure that they are never out of support or be obsolete.
v Responsible for driving prospects through policies (including identifying new customers and market, developing approaches to the market, identifying prospects, proposal preparation, etc.).
vi Monitoring the management of hardware and software licenses and projecting future needs.
vii Work with stakeholders to define policy, standards, and controls, provide advisory and execute oversight for ICT and innovation programs
viii Review the areas of high risk to ensure adequate management controls and other institutional policies are in place.

Operational:

i. Responsible for ensuring that all banking technology are always up and operational.
ii. Responsible for Ensuring IT system and operations comply with relevant laws and regulations.
iii. Responsible for ensuring high level of technology system uptime through robust management, reporting and monitoring system.
iv. Responsible for ensuring successful implementation of new delivery channels and adoption of new business functions; and
v. Responsible for ensuring the Information Security (IS) policies are implemented.
vi. Communicating ideas and viewpoints to CEO and Board, and review and provide status for internal updates

Others:

- Perform any other duties and responsibilities as assigned by the CEO & the Board.
- Maintaining confidentiality over personal and business information of the Bank.

a) Functional Dimensions and Contextual Information

Knowledge and skills	a) Effective communication and presentation skills to translate complex documents and technical matters to stakeholders and non-technical staff b) Strong analytical abilities c) A working knowledge of statistics and confidence to make decisions that will affect Bank's bottom line; d) Relevance of knowledge and experience in ICT e) Ability to lead and manage multiple departments; and f) Negotiation and conflict resolution skills. g) Ability to build appropriate environments to foster talents, innovation, and delivery of effective development strategies. h) In-depth understanding of budget preparation and business planning. i) Experience in quality and/or process improvement or surveillance methodologies in banking operations will be favourably considered.

	j) Ability to look at issues from multiple angles, the candidate should be able to appreciate diverse perspectives and complexity and ambiguity in management and strategic decisions.