

VICE PRESIDENT

Operations & Administration

As Vice President – Operations & Administration, you will play a pivotal role in driving the Bank's operational strategy and administrative excellence. Your leadership will be instrumental in aligning operational capabilities with NDB's corporate objectives, ensuring resilience, efficiency and service quality across all functions.

THE JOB

- Define and execute operational strategies that enhance productivity, cost-effectiveness and service excellence while aligning with the Bank's long-term vision.
- Lead transaction processing functions including account services and maintenance, clearing, payments, remittances and reconciliations, transaction monitoring, etc. ensuring accuracy, timeliness and automation-driven efficiency.
- Manage operational and administrative budgets, optimize manpower and vendor contracts and improve cost-to-serve ratios through strategic resource planning.
- Establish and maintain a robust control environment, ensuring full compliance with regulatory standards and internal policies. Oversee audits and operational risk assessments with timely resolution of findings.
- Champion process re-engineering and technology adoption to eliminate inefficiencies, reduce manual interventions and drive continuous improvement.
- Ensure secure handling and accessibility of digital and physical data and documents in line with policy and regulatory requirements.
- Oversee property, fleet, mail room, insurance, security and engineering functions, ensuring safe, sustainable and cost-effective operations.
- Build and lead high-performing teams, foster an inclusive culture and implement succession planning and talent development initiatives.
- Cultivate strong relationships with internal business units, regulators, vendors and service providers to ensure seamless coordination and strategic alignment.

THE PERSON

- Bachelor's Degree in Banking, Finance, Business Administration, or related discipline.
- Master's Degree or Professional Qualification (MBA, CIMA, ACCA, CMA, HDBF or equivalent) preferred.
- A minimum of 20 years of experience, including at least 5 years in a senior managerial role overseeing operations and administration.
- Proven expertise in centralized operations, process automation, and operational risk control.
- Exposure to regulatory frameworks and audit processes in financial institutions.
- Experience in managing property, facility, and administrative functions in large organizations.
- Strategic and leadership capability with strong commercial acumen.
- Deep understanding of banking operations and regulatory compliance.
- Analytical and decision-making skills.
- Excellent stakeholder management and communication.
- Change management and process improvement orientation.
- Integrity, ethical conduct, and cost optimization mindset.
- Should possess a minimum rating of "Meets Expectation" for the last performance year
- Should not have a disciplinary inquiry under investigation

Vice Presidents / Assistant Vice Presidents who have completed two years in the current job (Functional Title) as at the date of the advertisement are entitled to apply. (Any exception should be approved by the Line Head and VP – Human Resources, via an e-mail. The approval should be attached in HCM at the time of applying for the position)

Interested applicants may forward their CVs through the HCM keeping the line management informed **on or before 14th November 2025**. Please ensure, a system generated acknowledgement is received upon submission of the application via HCM.