

## 1. HEAD, BUSINESS DEVELOPMENT & MARKETING

<b>1.1 JOB TITLE: Head, Business Development and Marketing</b>	<b>DEPARTMENT:</b> Business Development and Marketing  <b>SECTION:</b> N/A
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"><li>• CEO</li></ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"><li>• Marketing Manager</li><li>• PR &amp; Communication</li><li>• Customer Services Manager</li></ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The position is responsible for the business development function of the Sacco. This entails driving the business growth applying strategic business initiatives, marketing the company products and services, and maintaining a high level of customer satisfaction to retain and to grow customer base (numbers). The position contribution to the bottom line is quite high and can be measured by growth of customer numbers.</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<ul style="list-style-type: none"><li>• Coming up with practical plans and strategies to promote business growth</li><li>• Manages and maintains a good relationship with all the clients</li><li>• Reaches out to the market to establish new clients</li><li>• Develops initiatives and programs to promote the Sacco's products to the targeted market alongside value proposition</li><li>• Drafts all business proposals</li><li>• Engages business stakeholders in business related negotiations</li><li>• Assesses and evaluates the Sacco's business strengths in the limelight of customer needs</li><li>• Conducts thorough research concerning profitable business opportunities and promising income streams</li><li>• Adheres to useful industrial trends in the market space</li><li>• Writes and conducts review of business contracts</li><li>• Analyzes and gives reports concerning the strengths and weaknesses of a company</li><li>• Generates leads and efficiently keeps regular contacts with existing prospects and presents the same to senior management for approval.</li><li>• Understanding and keeping up-to-date with constant developments in the Sacco market</li><li>• Identifies areas for expansion and development</li><li>• Develops a targeted long-term new business strategy.</li><li>• Creates weekly/monthly forecasts on revenue/target management and end of month reports on revenue and market performance</li><li>• Delivers against these targets to ensure revenue expectations are met</li><li>• Works closely with the marketing Section to develop bespoke campaigns to relevant prospects</li><li>• Maximizing networking opportunities and regularly using conferences, events and trade shows to increase awareness and develop a further network of contacts</li></ul> <p><b>Other responsibilities</b></p> <ul style="list-style-type: none"><li>• Performs any other responsibilities as may be directed from time to time.</li></ul>	
<b>4.0 COMPETENCIES</b>	
<b>4.1 Experience</b>	

10 years' experience
<b>4.2 Academic Qualification</b>
A degree in Marketing, Finance or Economics or a business related field.
<b>4.3 Professional Qualification</b>
<ul style="list-style-type: none"> <li>• Post graduate training in marketing or business administration or Chartered Institute of Marketing.</li> </ul>
<b>4.4 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>• Proposal Writing</li> <li>• Business prospecting skills</li> <li>• Development of a Business Plan</li> <li>• Marketing</li> <li>• Sales skills</li> <li>• Research and development skills</li> <li>• Investigative skills</li> </ul>
<b>General Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Creative and innovative</li> <li>• People management skills</li> <li>• Report writing skills</li> <li>• Problem solving skills</li> </ul>

## 2. INFORMATION SYSTEMS SECURITY MANAGER

<b>1.1 JOB TITLE: IS Security Manager</b>	<b>DEPARTMENT:ICT</b>
	<b>SECTION: IS Security</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>▪ Head of ICT</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>▪ IS Security Officers</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The position is responsible for securing the Sacco ICT Systems through continuous risk assessment and development of risk mitigation mechanism. This involves leading and providing a focal point for security and information risk matters. The incumbent job holder will also be responsible for developing plans to improve the information security at the Sacco.</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b>Key responsibilities</b>	
<ul style="list-style-type: none"> <li>▪ Carries out technical vulnerability assessments of IT systems and processes, identifying potential vulnerabilities, to make recommendations to control any risks identified and to ensure they are implemented.</li> <li>▪ Responds rapidly and effectively to IT security incidents, managing them in a professional manner including computer forensics for evidence gathering and preservation. Appropriate</li> </ul>	

and sensitive handling of information and efficient liaison with external and law enforcement agencies when required.

- Responsible for the coordination of regular Information Security Reviews in the Sacco and conducts assessments of departmental systems, processes and infrastructure and making recommendations to minimize risks identified.
- Works closely with the Head of ICT to ensure that the Sacco's policies and procedures for Information Security are effectively adhered to.
- Provides high quality Information Security guidance documentation and training.
- Leads by example and provides good security guidance and advice on best practice to service managers, staff at all levels
- Oversees the Information security risk register and carry out actions to mitigate risks identified
- Build systems and IT infrastructure resilience through development of Disaster Recovery Plans.
- Monitors system logs, Security information and event management (SIEM) tools and network traffic for unusual or suspicious activity. Interprets such activity and makes recommendations for resolution.
- Liaises with external security agencies where required and ensure that any information requested is provided on a timely and secure basis
- Develops and maintains the information security policy and accompanying standards, procedures and guidance
- Develops and delivers a programme of planned compliance reviews and ensure any gaps are addressed
- Promotes security awareness by developing and implementing a security awareness and training programme
- Investigates suspected and actual security incidents in accordance with the security incident management standard, produce reports with recommendations and ensure any remedial action is taken
- Works with internal stakeholders to develop relationships to help promote and improve information security and provide security advice on procurements, projects and new initiatives as required
- Provides input to the wider development of the information governance strategy and business planning process
- Maintains currency with emerging security trends, risks, new guidance or standards (internal and external) and security enhancing technologies

#### **Other responsibilities**

- Performs any other responsibilities as may be assigned from time to time.

#### **4.1 Experience**

5 years' experience as an Information Technology practitioner, 3 years' heading an Information Security Department.

#### **4.2 Academic Qualification**

Degree in computer systems design or computer science or related field.

#### **4.3 Professional Qualification**

Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), Certified Information Security Auditor (CISA)

#### 4.4 Technical Skills, General Skills & Personal Attributes

##### Technical Skills

- Investigation skills
- Knowledge and ability to identify information security breaches
- Programming skills
- Network skills
- The candidate must have a strong background in information technology with a clear understanding of the challenges of information security.
- Understands banking systems and banking operations
- An excellent analytical and problem-solving abilities to identify and fix security risks.
- Ability to understand and build awareness of information security issues and monitoring throughout the organization,
- Excellent team working skills to develop security solutions in collaboration with other stakeholders

##### General Skills

- Ability to lead and deliver change and contribute to culture change successfully
- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- Strong customer-service orientation.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Supervisory Skills
- Negotiation Skills
- Conflict Management
- People Management skills
- Problem solving skills

### 3. INFORMATION SYSTEMS AUDITOR

<b>1.1 JOB TITLE: Information Systems Auditor</b>	<b>DEPARTMENT: Internal Audit Department</b>
	<b>SECTION:</b>
<b>1.2 REPORTS TO:</b>	
• Head, Internal Audit	
<b>1.3 SUPERVISES:</b>	
▪ Audit Assistant	
<b>2.0 PURPOSE OF THE JOB</b>	
The Information Systems Auditor has the responsibility of supporting the Head of Internal Audit in examining, evaluating, and verifying operating systems, procedures, internal controls, and recorded data for the information technology and information security departments of the Sacco. The Information Systems Auditor is also responsible for the timely completion of information technology and information security audits in a manner that is consistent with the professional standards of conduct of the Institute of Internal Auditors and Information Systems Audit and Control Association (ISACA).	

### 3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES

- Analyzes and documents all information systems and related controls, and developing an appropriate audit program to test the controls identified.
- Proactively identify risks, evaluate controls and make recommendations to improve internal control and operational effectiveness and efficiency.
- Prepare clear and concise recommendations for correction of unsatisfactory conditions, improvements in operations, and reduction in cost and support for recommended control improvements.
- Evaluating the adequacy of the security and processing controls as they relate to each audit, and the effectiveness of general computer controls in effect in the IT environment.
- Monitors the project status of new systems development, disaster recovery testing, and the Sacco's business continuity plan, and other activities related to IT processing.
- Reviews the reliability and integrity of the financial and operating information and the means used to identify, measure, classify, and report such information.
- Reviews the means of safeguarding information assets and monitoring of ongoing performance metrics established by the IT and Security Departments.
- Appraises the economy and efficiency of how resources are employed.
- Reviews operations and programs to determine if results are consistent with department goals and objectives.
- Prepares audit work papers according to established department guidelines and industry standards.
- Provides assistance and guidance to the Sacco's outside auditors to insure a timely and efficient completion of the audit.
- Provides assistance to the Head of Internal Audit on special projects and assignments.
- Presents audit findings or other relevant information to Senior Management and/or the Audit Committee on the effectiveness and adequacy of risk management, governance, and internal control procedures.
- Develops and maintains effective interpersonal relationships with the Sacco's staff and management.
- Assist in training /mentoring staff, develop, and maintain the skills, knowledge and expertise to make valuable contribution to the internal audit team.

#### **Other Responsibilities**

- Performs any other duties as may be assigned from time to time.

#### **4.1 Experience**

Excellent understanding of auditing concepts with a minimum of 3 years' experience in management role in IT or IT audit.

#### **4.2 Academic Qualification**

- Bachelor's degree in information systems, BBIT or Computer science from a recognized University.
- Possession of a postgraduate qualification will be an added advantage.

<b>4.3 Professional Qualification</b>
<ul style="list-style-type: none"> <li>• Certification in IT Audit, Risk and Security e.g. CISM, CISSP, CISA, CRISC</li> <li>• Working knowledge of LAN technology, including an understanding of system architecture and information technology infrastructure.</li> </ul>
<b>4.4 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>• Skilled in project management and development techniques.</li> <li>• Demonstrate knowledge in risk assessment and control concepts /methodologies</li> <li>• Knowledge of Control Objectives for information and related technology (COBIT)</li> </ul>
<b>General Skills</b> <ul style="list-style-type: none"> <li>• Excellent attention to details and organizational skills.</li> <li>• Excellent analytical ability both qualitative and quantitative to draw sound conclusions coupled with demonstrated knowledge and proper application of sampling techniques Reporting writing skills</li> <li>• Excellent oral and written skills; strong verbal communicator, analytical writer and able to clearly and concisely convey observations of processes, risks and controls</li> </ul>

## 4. FOSA MANAGER

<b>1.1 JOB TITLE: FOSA Manager</b>	<b>DEPARTMENT: FOSA</b>
	<b>SECTION: Branches</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>▪ Head, FOSA</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>▪ Operations Office</li> <li>▪ Head Teller</li> <li>▪ Customer Service Executive</li> <li>▪ ATM Executive</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
To plan, organize and coordinate the FOSA operations and ensure effective and efficient delivery services to the satisfaction of members/customers expectations.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Leads the branch team in the provision of efficient services.</li> <li>• Sets goals and objectives for the branch staff and regularly evaluates their performance.</li> <li>• Coaches and mentors the branch team</li> </ul>	
<b>Management</b> <ul style="list-style-type: none"> <li>• Effectively manages and coordinates the branch operations at minimal costs.</li> <li>• Ensures that the branch is appropriately staffed at all times.</li> </ul>	
<b>Department's goals/Objectives</b> <ul style="list-style-type: none"> <li>• Aligns the branch operations to the Department's strategic goals/objectives</li> </ul>	

- Contributes to the departmental Plan
- Creates awareness to the branch staff on the department's goals/objectives.
- Ensures his/her branch adherence to the department's set out goals/objectives
- Periodically reviews his/her branch performance based on the set out goals/objectives

#### **Customer Service**

- Leads the branch in the delivery of superior customer service
- Ensures that the branch adheres to the approved customer service charter and all queries raised at the branch level are promptly handled to the satisfaction of the customer/member.
- Ensures his/her branch staff are regularly trained on delivering superior customer service

#### **Cash Management**

- Ensures that the Head Teller adheres to the approved cash holding limits at all times
- Ensures that the branch strictly adheres to the approved cash management Policy
- In conjunction with HR department disciplines branch staff that breach the Cash

#### **Credit Management**

- Works closely with the credit department to ensure customer's/member's loans are efficiently processed and promptly paid as per the approved service level agreement.

#### **Policies and Procedures**

- Ensures that the branch operation's manual is strictly adhered to
- Strives to ensure FOSA operations are aligned to best practices
- Ensures his/her branch adheres to corporate governance principles as laid down in the SASRA regulations.

#### **Budgets**

- Prepares branch operational budget for approval by the Head of FOSA
- Monitors the branch approved budgets
- Ensures branch strictly adheres to the approved budget

#### **People Management**

- Effectively manages the branch staff
- Sets performance goals/objectives for the branch staff and regularly monitors their performance
- Appraises Branch staff

#### **Reports**

- Prepares monthly, quarterly and annual branch reports

#### **Other responsibilities**

- Undertakes any other responsibilities as may be assigned from time to time.

#### **4.1 Experience**

5 years' working experience; of which at least two must be at a management level.

#### **4.2 Academic Qualification**

Bachelor's Degree in Business Related Subjects.

#### **4.3 Professional Qualification**

- Post Graduate in Business Administration, Marketing, Customer Service and related areas. A professional qualification CPA (K), ACCA. ACA is an added advantage.

#### **4.4 Technical Skills, General Skills & Personal Attributes**

**Technical Skills**

- Business savvy
- Accounting
- Marketing
- Supervisory skills
- Computer skills
- Customer Service Training Skills
- Creative and innovative

**General Skills**

- Communication skills
- Report writing skills
- Negotiation Skills
- Interpersonal skills
- Conflict Management
- People Management skills
- Problem solving skills

## 5. DATA ANALYST/BUSINESS INFORMATION ANALYST

<b>1.1 JOB TITLE:</b> Data Analyst/Business Information Analyst	<b>DEPARTMENT:</b> Finance, Investment & Strategy
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Corporate Planning Manager</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The main purpose of the role is to use data from internal systems and the market to figure out Business performance and market trends to drive performance and efficiency.</p> <p>The Data Analyst role is to develop, implement, maintain and support business analysis and modeling to enable the reporting and analysis of both financial and operational Information through Business Intelligence (BI) &amp; Analytics.</p> <p>The analyst interacts with the business stakeholders and subject matter experts in order to understand their needs and design solutions that are acceptable and useful in achieving the Sacco's strategic goals</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<p><b>Data Management</b></p> <ul style="list-style-type: none"> <li>• Establish and uphold standards of best practice by ensuring that the business, application, data and technology perspectives are in line with the Sacco's Data</li> <li>• Assess the Sacco's information needs from business, operational, compliance and regulatory perspectives.</li> <li>• Coordinates with the IT department to create and maintain Business Metrics</li> <li>• Carries out in depth analysis of data and reporting, presenting findings, insights and making recommendations, while also maintaining high standards of data integrity, compliance and accessibility across multiple databases and reporting systems</li> </ul>	



- Support strategic direction of the Sacco’s data architecture as well as plans to meet current and long term data requirements.
- Provide guidance to project teams on all aspects of Data Management.
- Define and maintain the business intelligence architecture to drive analysis and reporting.
- Provide recommendations to update current MIS to improve reporting efficiency and consistency in liaison with stakeholders.

**Business Performance Management**

- Defines, articulates, and delivers information, reporting, and analytical needs of key stakeholder groups as well as analyze and prioritize needs.
- Interpret data and translates it into insightful management information and provide the narrative to help stakeholders understand the significance of the information provided.
- Provides strong reporting and analytical information in a timely manner to support the Management team.
- Analyze business information to identify process improvements for increasing business efficiency and effectiveness
- Provide references for users by writing and maintaining user documentation, providing support and assistance as well as training users.
- Maintains user confidence and keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

**Data Governance**

- Establish and uphold standards of best practice in data governance by ensuring that high data quality exists throughout the reports and information provided.
- Works with all areas of the organization to ensure data quality and integrity.
- Manages the creation of regular progress monitoring reports.
- Designates accountability for information quality

**Other responsibilities**

- Performs any other responsibilities as may be assigned by Senior Management from time to time.

**4.1 Experience**

8 years’ experience

**4.2 Academic Qualification**

Bachelor’s Degree in Business related subjects

**4.3 Professional Qualification**

Postgraduate degree in Statistics or econometrics

**4.4 Technical Skills, General Skills & Personal Attributes**

**Technical Skills**

- Statistical Skills
- Knowledge of Statistics Packages

## 6. COMMUNICATIONS OFFICER

<b>1.1 JOB TITLE: Communication Officer</b>	<b>DEPARTMENT: PR &amp; Communication</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"><li>• PR &amp; Communication Manager</li></ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
The position assists the PR & Communication Manager in managing the Sacco's communication activities both internal and external. The position is directly responsible for the effective management of the social media platform.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<ul style="list-style-type: none"><li>▪ Management of the Social Media platform</li><li>▪ Events Management in liaison with the key stakeholders</li><li>▪ Handling of customer queries on social media and the website</li><li>▪ Responsible for the Sacco's website</li><li>▪ Participates in the imaging building</li><li>▪ In liaison with the PR &amp; Communications</li><li>▪ In liaison with the PR &amp; Communication's Manager, directly handles the media</li><li>▪ Participates in preparing and editing the Sacco's internal magazine</li><li>▪ Coordinates the preparation and printing of the Sacco's annual reports</li><li>▪ Works closely with the Marketing Officer in the launching of various marketing initiatives</li></ul>	
<b>4.0 COMPETENCIES</b>	
<b>4.1 Experience</b>	
2 years' experience	
<b>4.2 Academic Qualification</b>	
Bachelor's degree required.	
<b>4.3 Professional Qualification</b>	
Diploma in Communication/PR	
<b>4.4 Technical Skills, General Skills &amp; Personal Attributes</b>	
<b>Technical Skills</b> <ul style="list-style-type: none"><li>• Typing Skills</li><li>• Photography skills</li><li>• Computer knowledge</li><li>• Video taking and editing skills</li><li>• Editing skills</li><li>• Strong communication skills</li></ul>	
<b>General Skills</b> <ul style="list-style-type: none"><li>• Highly competent in writing skills</li><li>• Able to produce, edit video</li></ul>	

- Confident in using photography
- Proven verbal and written communication skills with the ability to tailor the message to the audience
- Excellent written grammar and proofreading skills
- Able to plan and priorities workloads to meet deadlines

## 7. INTERNAL AUDITOR

<b>1.1 JOB TITLE: Internal Auditor</b>	<b>DEPARTMENT: Internal Audit</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Head Internal Audit</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• Audit Assistants</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The position assists the Head of Internal Audit in carrying out routine and planned audits in the Sacco. The internal auditor will be responsible for conducting audits, preparing reports and highlighting issues relating to internal control and risk management.</p> <p>The auditor must possess in-depth knowledge and capabilities to be able to execute audit assignments whilst bringing systematic approach to examine and evaluate the adequacy, effectiveness and efficiency of Sacco's risk management, internal control system, improve efficiency and reduce operational costs where possible.</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<ul style="list-style-type: none"> <li>• Assists the Head of Internal Audit in, analyzing the Sacco's financial, operational and management processes and system. .</li> <li>• Evaluates the adequacy of system design, risk management and internal control framework in meeting business, operational and control objectives.</li> <li>• Contributing to the preparation of risk-based audit plans, under the coordination of the Head of internal audit and ensures comprehensive and quality audit programmes are prepared.</li> <li>• Performing Risk Assessment tailored to each area under review necessary for identification, analyses and evaluation of areas of significant weaknesses.</li> <li>• Preparing audit files and reviewing work done to ensure it meets the set quality and the relevant</li> <li>• Responsible for maintaining the Internal Audit database / templates, electronic and manual filing and diary systems.</li> <li>• Preparing and presenting to the head of audit written reports detailing identified key control points and weaknesses in the system or function being audited and provide innovative and creative recommendations for correcting unsatisfactory conditions and improving operations.</li> <li>• Assists in the investigation of significant suspected fraudulent activities within the Sacco and notify Management and the audit committee of the results.</li> </ul>	

<ul style="list-style-type: none"> <li>• Assists the Head of Internal Audit in undertaking projects reviews and undertake special audit assignments as directed by Head of Internal Audit</li> <li>• Provides value added internal consulting services.</li> <li>• Undertakes any other duties as may be assigned from time to time.</li> </ul>
<b>4.0 COMPETENCIES</b>
<b>4.1 Experience</b>
4 years' experience as an auditor ;Internal audit or external audit in reputable company/ firm
<b>4.2 Academic Qualification</b>
Bachelor's degree in Accounting, Finance from a recognized university
<b>4.3 Professional Qualification</b>
CPA (K) qualification or the equivalent
<b>4.5 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>• Audit skills</li> <li>• Knowledge of Accounting Software</li> <li>• Report writing</li> <li>• Computer literate with hand on experience in use of an Enterprise Resource Planning Tool (ERP)</li> <li>• Investigation skills</li> </ul>
<b>General Skills</b> <ul style="list-style-type: none"> <li>• Planning and organization</li> <li>• Communication skills</li> <li>• Team player</li> </ul>

## 8. SALES OFFICER

<b>1.1 JOB TITLE: Sales Officer</b>	<b>DEPARTMENT:</b> Business Development & Marketing  <b>SECTION :</b> Marketing & Sales
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Head of Section – Marketing &amp; Sales Manager</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
Responsible for selling and promoting the Sacco's products to existing and potential clients/members	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b>Sales Duties</b> <ul style="list-style-type: none"> <li>• Develops a sales plan for approval by the marketing &amp; sales manager</li> <li>• Participates in sales activations</li> <li>• Leads the contracted sales team in sales promotional activities</li> <li>• Participates in creating product awareness</li> <li>• Participates in the launching of new products to members</li> <li>• Continuously collates information on existing products from members and presents the same to Marketing &amp; Sales Manager for review and consideration for use in product design</li> <li>• Coordinates the recruitment of sales Executives on part time basis</li> <li>• Supervises part time sales team</li> </ul>	

<ul style="list-style-type: none"> <li>• In liaison with the customer service team, communicates with members on Sacco Products</li> <li>• Responsible for generating sales and sales leads in the selected segment of the Sacco.</li> </ul>
<b>Other Duties</b> <ul style="list-style-type: none"> <li>• Performs any other duties assigned by Management</li> </ul>
<b>4.0 COMPETENCIES</b>
<b>4.1 Experience</b>
3 years' experience
<b>4.2 Academic Qualification</b>
Bachelor's Degree in Business oriented subjects,
<b>4.3 Professional Qualification</b>
Diploma in Sales and Marketing from a recognized institution including membership
<b>4.4 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>▪ Sales skills</li> <li>▪ Communication</li> <li>▪ Creativity and innovative</li> <li>▪ Project Management</li> <li>▪ Relevant computer skills</li> </ul>
<b>General Skills</b> <ul style="list-style-type: none"> <li>▪ Commercial awareness</li> <li>▪ Ability to understand broader business issues</li> <li>▪ Communication and presentation skills</li> </ul>

## 9. RECONCILIATION ACCOUNTANT

<b>1.1 JOB TITLE: Reconciliation Accountant</b>	<b>DEPARTMENT:</b> Finance, Investments & Strategy
	<b>SECTION :</b> Financial Accounting
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Finance Manager</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• Accounts Assistants</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
Responsible for carrying out reconciliation tasks on monthly basis related to bank and general ledger.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b>Reconciliation duties</b> <ul style="list-style-type: none"> <li>• Responsible for the preparation of selected monthly general ledger reconciliations for Coop Bank within the given timeframe and ensuring preparation is performed in terms of the General Ledger policy.</li> <li>• Report any losses, irregularities and/or variances identified during the preparation of the reconciliations.</li> <li>• Recommend corrections for variances to ensure timely resolutions</li> <li>• Responsible for the creation of journals to correct issues identified during the completion of the previous month's reconciliations.</li> <li>• Preparation of old outstanding items in the main Sacco Account schedule for inclusion in the bank-wide schedule of possible losses.</li> <li>• Reconciliation of Members Accounts</li> <li>• Reconcile pay bill inward payments by customers.</li> </ul>	

<ul style="list-style-type: none"> <li>• Treasury GL and book reconciliation</li> <li>• Daily cashier, Mpesa and Cheque leaves reconciliation</li> <li>• Reconciliation of unallocated accounts.</li> <li>• Reconciliation of GL accounts especially creditors &amp; debtors.</li> <li>• Reconciliation of general ledger, MPA and suspense account</li> <li>• Petty cash payments and ATM settlements and reconciliation of the same.</li> <li>• Prepares monthly reconciliation reports</li> <li>• Report any irregularities identified during the preparation of the reconciliation and return to management.</li> <li>• Reconciliation of employer remittances against by products, MPA postings and the GL</li> </ul>
<b>Other Duties</b>
<ul style="list-style-type: none"> <li>• Performs any other duties assigned by Management</li> </ul>
<b>4.0 COMPETENCIES</b>
<b>4.1 Experience</b>
3 years' experience
<b>4.2 Academic Qualification</b>
Bachelor's Degree in Business oriented subjects,
<b>4.3 Professional Qualification</b>
CPA II, ACCA Part 2
<b>4.5 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b>
<ul style="list-style-type: none"> <li>▪ Analytical Skills and eyes to details.</li> <li>▪ Risk assessment skills</li> <li>▪ Project Management</li> <li>▪ Relevant computer skills</li> </ul>
<b>General Skills</b>
<ul style="list-style-type: none"> <li>▪ Commercial awareness</li> <li>▪ Ability to understand broader business issues</li> <li>▪ Communication and presentation skills</li> </ul>

## 10. RECORDS OFFICER

<b>1.1 JOB TITLE: Records Officer</b>	<b>DEPARTMENT: Credit Management</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Records Manager</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• Records Assistants</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The position will be responsible for the creation &amp; storage of a company's recorded information, retrieving and disposing of this data. This information can come in various formats including photos, film, paper or digital. It is a critical role for our SACCO because without this data, our organization will be unable to function properly.</p> <p>The job holder must work closely with all staff members to ensure existing information systems provides them with the data they need to perform their duties.</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	

- Implementation of records management policies and procedures.
- Develop and maintain membership register based on KYC principles.
- Develop, Maintain and constantly review records and file management systems.
- Ensure quality of storage data equipment, both physical and electronic.
- Ensure security of information/files in the registry and compliance with relevant legislation and regulations.
- Analyze company's information needs and developing procedures to ensure these requirements are met.
- Potentially overseeing the transition from paper to electronic management systems.
- Provide support to ensure the accountability, transparency and regulatory requirements of the company are met.
- Maintain a record that leads to tracing of all the documents in circulation
- Automation of records management at the Sacco
- Ensuring that all members/customers files are promptly returned to the cabinet after use, noting that all filing areas shall be out of bounds to unauthorized.
- Archive records for the past members
- Train and supervise records staff
- Appraise staff in registry section
- Maintain society's registers containing but not limited to members, share, nominees, archives.
- Set up and review documenting records system
- Prepare monthly reports on new members and withdrawal cases
- Undertakes any other duties as may be assigned from time to time.

#### **4.0 COMPETENCIES**

##### **4.1 Experience**

3 years' experience

##### **4.2 Academic Qualification**

Bachelor's Degree in Information Science, or Records Management or relevant field from a recognized institution

##### **4.3 Professional Qualification**

Diploma in Records Management & Archiving

##### **4.6 Technical Skills, General Skills & Personal Attributes**

###### **Technical Skills**

- Modern data storage facilities
- Electronic databases or records systems
- High level of integrity

###### **General Skills**

- Planning and organization
- Communication skills
- Team player
- Time management

**Job Title:** Registry Assistant.

**Division/ Department:** Credit / Records

**Location:** Head Office

**Grade:** 4

**1.0 Job Purpose:**

To provide efficient and effective maintenance and retrieval of records in the Society.

**2.0 Reporting Relationships:**

**2.1 Reports directly to:**

Registry Officer.

For consultation, guidance and decisions.

**2.2 Direct reports:**

None

**3.0 Key Relationships:**

**3.1 Key Internal Relationships :**

- Records Manager.
- Records Officer
- Staff



For Advice, decisions, consultation on the Society's records.

Provision of records for internal use.

**3.2 Key External Relationships:**

Members

For service delivery.

**4.0 Job Dimensions:**

**4.1 Financial :**

None.

**4.2 Decision Making:**

Refers all observations and issues to the Records Manager or Registry Officers for decision making.

**4.3 Responsibility for Physical Assets.**

Responsible for the safe keeping of members' records and files within the registry and physical assets within their domain of work.

**5.0 Key Responsibilities:**

**Records Management**

- Create, update, maintain and retrieve members' records as required.
- Maintain an up to date inventory of existing files and advise on their appropriate classification and indexing system.
- Keep in safe custody and proper maintenance of Registry facilities and records.
- Provide registry and reference services for all registered members' files and other documents.
- Effective implementation of the Registry procedures and standards to comply with requirements of effective records management.

**6.0 Job Competencies (Knowledge , Experience and Attributes / Skills).**



### 6.1 **Qualifications:**

- A minimum Diploma in Archives and Records Management or Library and Information Sciences or related field.
- A minimum of C- in KCSE or equivalent.

### 6.2 **Previous relevant work experience required.**

At least 6 months on the job training.

### 6.3 **Know-how:**

#### **Need to know:**

- SACCO guidelines
- Records Management
- Computer literate
- File classification and indexing schedules.
- ISO standards on records management.

#### **Attributes:**

- Team Leader.
- Good interpersonal relationship skills.
- Good written and oral communication skills.
- Attention to detail.
- High Integrity.