



# Standard Bank

## **OFFRE D'EMPLOI N° 007/SB-RDC/KIN/2024**

**Intitulé du Poste** : Team Leader, People & Culture Operations  
**Département** : People & Culture  
**Lieu d'affectation** : Kinshasa  
**Type de Contrat** : CDI assorti d'une période d'essai de 3 mois

### **I. A PROPOS DE STANDARD BANK**

Standard Bank est le plus grand groupe de services financiers d'Afrique en termes de capitalisation boursière et un acteur innovant sur la scène internationale, qui offre une variété de possibilités de développement de carrière – ainsi que la possibilité de travailler aux côtés de certains des professionnels les plus talentueux et les plus motivés du secteur. Présent dans 38 pays du monde dont 18 en Afrique, c'est depuis 1992 qu'il opère en République Démocratique du Congo à la suite de l'acquisition d'ANZ Grindlays Zaire qui existait dans le pays depuis 1973.

Standard Bank RDC offre une gamme variée de produits et services par le truchement de ses diverses branches à travers la RDC via un réseau des intermédiaires (banques correspondantes). Nos clients vont des entreprises de toutes tailles aux grandes multinationales ainsi qu'aux institutions. Nous sommes passionnés par la création de croissance en Afrique.

Ainsi, afin d'apporter une valeur réelle et significative à nos clients et aux communautés que nous servons et créer un réel sentiment d'utilité, nous avons développé une expertise dans la prestation des services liés aux besoins des entreprises minières, multinationales et autres organisations internationales opérant en République Démocratique du Congo.

Nos équipes allient leur connaissance approfondie sur les conditions et déterminants du marché en RDC à l'expertise du Groupe Standard Bank opérant dans les marchés émergents aux fins de développement des solutions sur mesure répondant aux besoins de la clientèle.

### **II. JOB DESCRIPTION**

#### **JOB INFORMATION**

**Job Family** : People & Culture  
**Sub-fonction** : Digitisation, Insights and Operations  
**Career Type\*** : Functional / Specialist

#### **JOB PURPOSE**

Monitor and oversee the execution of P&C Operations processes to adhere to all relevant legislation and regulations therefore mitigating the potential for operational losses, fines, penalties or reputational damage to the organisation. Eventually to lead and supervise a team of Universal Consultants within the People and Culture, Operations Function to ensure the team is operating effectively and efficiently by providing the team with the required guidance and division of work.

#### **JOB FUNCTIONS**

##### **Essential Functions**

- Build, develop and maintain relationships with the key internal and external stakeholders relevant to the functional area of People and Culture, Operations, to ensure exceptional customer services to all stakeholders within a

## Essential Functions

dedicated country.

- Capture findings and conclusions in the required reporting format and systems and prepare and submit outcomes as prescribed by relevant policies and procedures. Store and manage all information and data on the required systems, in the required format and for the required duration as prescribed by the relevant data model and in adherence with the policies and procedures.
- Conduct random and regular quality assurance (QA) of the work completed by the P&C Operations team - all streams of work. Produce QA report to identify gaps. Use the report to perform trend analysis and submit findings to management. Implement corrective measures and guide the team where there are gaps. Identify mechanisms for preventative controls.
- Conduct weekly Operations meetings with Universal Consultants and P&C Operations Administrators if applicable to review performance, inform staff of changes in systems or procedures, and share other matters that affect production. Disseminate changes in legislation, general bank processes and value chain matters to staff.
- Continuously maintain an understanding of policies, processes, procedures and systems and review said to ensure all analyses is aligned accordingly and with the view to find better ways to execute tasks, improve systems, improve training material, improve functional performance and to influence Group Standards. Provide relevant communication to team members regarding any changes made to the functional framework to ensure they are updated timeously and therefore their work is aligned accordingly.
- Coordinate the team if applicable in the periodic and ad-hoc system, process or data related reviews (e.g. data capturing, onboarding and off-boarding processes, quality assurance reviews) as per the respective plans.
- Deliver holistically on all the regulatory and internal reporting requirements. Oversee the compilation of reports covering findings, conclusions, recommendations and to inform next steps. Oversee the preparation of statistics, dashboards and information for both internal stakeholders and Regulators within the country. Submit reports and Management Information to the Head, P&C Operations for use by the relevant committee.
- Derive conclusions based on trend analyses generated and implement actionable and sustainable process enhancements based on these trends in order to enhance the employee experience.
- Embed and oversee the adherence to approved end-to-end P&C Operations processes and working instructions for the day-to-day operations. Ensure that staff have the required system and process knowledge.
- Escalate all high-risk, complex and/or significant issues, all matters relating to high-risk issues to the Head, P&C Operations to ensure these matters are dealt with timeously and as per the standards set out in the relevant functional framework.
- Facilitate the process to ensure that the team has the correct access to the required systems, assign users to the correct organisation structure, reset passwords and log IT incidents to address common issues across team members and be proactive in identifying any system improvements or alternative systems that can improve overall team efficiency.
- Maintain an understanding of the relevant functional framework for P&C Operations (covering typically strategy, policy, process, procedures, standards, objectives, metrics, reporting & governance) and drive the implementation of this framework within a dedicated country.
- Manage the performance of the P&C Operations team members if applicable by conducting performance appraisals, development discussions and regular coaching discussions to ensure each team member is performing their individual roles as required. Motivate team members and ensure that they receive recognition for work well done.
- Manage the team if applicable by effectively assigning and distributing work as well as maintaining a suitable staff compliment to ensure work is completed as per the relevant functional P&C framework. Create quarterly leave plans to ensure adequate coverage. Approve leave requests and leave sale requests.
- Monitor the quality of data capturing and report filing by the P&C Operations team if applicable by doing regular quality assurance checks to ensure the data is maintained and managed according to the standards set out by the data model of the functional area.
- Participate in all relevant training for the requirements of the role, including legislative and regulatory amendments and any changes to the relevant functional framework, to ensure all analyses is aligned accordingly.
- Provide expert advice and guidance to all stakeholders within a dedicated country as it relates to P&C Operations. Act as the trusted advisor to line managers. Resolve escalated queries regarding completed work or team behaviour.
- Remain proficient and knowledgeable of best practice in the specialist field or focus area of your function, and provide the necessary recommendations for adaptation and improvement.
- Review existing P&C Operations processes regularly to identify gaps and potential inefficiencies and contribute to the development and implementation of new processes or work instructions. Proactively make recommendations for system / process / people / stakeholder service enhancements.

### Essential Functions

- Stay abreast of relevant trends, typologies and any new developments and /or changes to the legislative and regulatory environment for a specific country in order to utilise this information to inform the framework, to create awareness around new modus operandi and to identify potential risks.

### III. REQUIREMENTS

#### QUALIFICATIONS

##### Education

Type of Qualification	Field of Study	Required / Preferred	And / Or
Diploma	Human Resources	Required	
First Degree	Human Resources	Preferred	

#### Work Experience

Experience	Experience Details	Required / Preferred
5-7 years	The roles requires an incumbent with a solid educational foundation in People and Culture (Human Resources) within an Operations / Shared Services environment. Proven track record in a team leader capacity providing guidance to staff. Expert knowledge of planning. Demonstrated ability to establish a high performance culture focused on delivering exceptional services to all stakeholders.	Required

Total number of years' experience      6 years

#### Knowledge, Skills and Abilities

KSAs	Proficiency
Effective communication with diverse stakeholders	High
Excellent presentation and negotiation skills	High
Broad experience in benefit scheme administration and other People and Culture Operational processes	High
Ability to coordinate training activities	High
Proven ability to motivate others to perform and to establish a high performance culture	High
Balancing operational tasks with team management	High

#### BEHAVIOURAL COMPETENCIES - ESSENTIAL

Directing People	Is comfortable leading people; coordinates and directs groups; seeks to control things
Adopting Practical Approaches	Applies practical skills when investigating issues; prefers to learn by doing; is practically minded and applies common sense.
Checking Details	Is meticulous in finding errors; ensures accuracy by being thorough and checking details; produces high quality work by being detailed.
Articulating Information	Is articulate in giving presentations; is eloquent and explains things well; projects social confidence when articulating information
Documenting Facts	Writes fluently when documenting facts; understands arguments logically; focuses on finding facts
Upholding Standards	Behaves ethically and justly; is discreet and maintains confidentiality; meets commitments by acting with integrity
Team Working	Works participatively with others; is democratic and encourages team contributions; collaboratively involves others in decision-making
Making Decisions	Is determined and decides on actions; willingly assumes responsibility; is definitive and stands by own decisions
Establishing Rapport	Builds rapport and puts people at ease; is engaging and welcomes people; finds it easy to make friends

## BEHAVIOURAL COMPETENCIES - ESSENTIAL

Empowering Individuals	Motivates individuals by empowering them; seeks to inspire people and groups; gives encouragement to others
Showing Composure	Stays calm and relaxed during events; is not worried and tolerates stress levels; is composed in dealing with pressure
Interpreting Data	Interprets data rationally by quantifying issues; applies technology as a means to evaluating data; evaluates information objectively.

## TECHNICAL COMPETENCIES

Competency Group	Administration	
Competency	Level	Competency Description
Benefits and Compensation Administration	3. Seasoned	The understanding of the benefits and compensation landscape and ability to transact and manage the process.
Business Administration Skills	3. Seasoned	The ability to coordinate multiple administrative activities to enable the efficient operations of a department.
Data Management (Administration)	3. Seasoned	The ability to effectively and efficiently manage business related data in an accurate manner, through the application of various technologies.
Meeting Logistics	3. Seasoned	The ability to arrange meeting venues, refreshments and equipment such as projectors, video conferencing or teleconferencing tools.
Office Logistics	3. Seasoned	The ability to plan office space and engage with the relevant functions to make changes to floorplans or equipment.
Payroll Administration	3. Seasoned	Knowledge and understanding of the payroll system, salary ranges, benefits and payment terms of employees and the ability to process these items correctly on the payroll system.
People & Culture Systems	3. Seasoned	The ability to capture and process transactional items using electronic systems deployed in the People & Culture function, in particular SAP Human Capital Management, SABA or PeopleFluent.
Records and Archive Management	3. Seasoned	The ability to store, retrieve and when needed, destroy documents according to regulatory requirements and company policies for document management.
Share Scheme Administration	3. Seasoned	Understands the concept of Employee Share Schemes and its administration. Is able to extract, calculate and interpret employee shares data in a way that is meaningful to the business. Able to carry out the specific administrative processes that enable effective share administration.
Written Communication	3. Seasoned	The ability to express ideas by means of clear and effective writing, in order to support professional communication internally and externally to the Bank.

Competency Group	People & Culture	
Competency	Level	Competency Description
Business Acumen (P&C)	3. Seasoned	The ability to analyse business financial performance, business specific language, business processes as well as competitor and external factors as it would apply to the people practices in the organisation. in order to support them effectively. .
Challenges thinking and assumptions	3. Seasoned	Ability to ask questions that reveal the information needed for maximum benefit to the coaching relationship and the client.
Change Management (HR)	3. Seasoned	The ability to ensure that isolated and independent organisational change actions are integrated and sustained through a disciplined change process. Ability to apply change management principles and techniques for planning and implementing change in an organisation.
Coaching and Mentoring	3. Seasoned	The knowledge and skills required to direct, instruct, and train employees with the aim to fulfil a goal, in order to develop specific skills in an enthusiastic, motivating manner.
Compensation and Benefits	3. Seasoned	The theoretical knowledge and application of compensation concepts,

Competency	Level	Competency Description
Drives progress and accountability	3. Seasoned	principles and practices including pay, leave, retirement benefits, medical cover and supplementary employee benefits.
HCM Business Systems	3. Seasoned	Ability to hold attention on what is important for the client, and to leave responsibility with the client to take action.
		Ability to apply concepts, and practices for analysing People & Culture processes, translating these into functional requirements and technical specifications and delivering and maintaining People & Culture Management systems.

Competency Group Audit		
Competency	Level	Competency Description
Evaluation of Internal Controls	3. Seasoned	The ability to analyse process controls for effectiveness from a design and implementation perspective.
Promote Good Governance, Risk & Control	3. Seasoned	The ability to assess governance and control frameworks against the appropriate risk appetite and enhance the risk management culture in line with the organisational objectives.

Competency Group Information Technology		
Competency	Level	Competency Description
Automation	2. Proficient	The knowledge and skill to create and apply technology to monitor and control the production and delivery of products and services.
Business Process Improvement	2. Proficient	The identification of new and alternative approaches to performing business activities. The analysis of business processes, including recognition of the potential for automation of the processes, assessment of the costs and potential benefits of the new approaches considered and, where appropriate, management of change and assistance with implementation.

Competency Group Governance - Risk - Compliance		
Competency	Level	Competency Description
Compliance	2. Proficient	The ability to interpret regulations and laws that apply to the business and to provide information to business on how to comply.
Risk Awareness	2. Proficient	General awareness of risk management practices in a financial services organisation.
Risk Reporting	2. Proficient	The ability to prepare quantitative and qualitative analysis on the risk landscape in the business including interpretation and analysis for use by business users.

SCOPE		
People Management:		
	# Direct Resources Managed	# Indirect Resources Managed
This position manages/supervises people	4-10	None

Contact with Others	
Contacts are frequently inter-organizational and outside customer/vendor interactions. Part of a team who represents the organization. Monitors activities and communicates information across the organization	
Contacts Description	Engagement and liaison with customers across all levels. Manage suppliers, vendors and/or consultants related to the P&C Operations Function. Build, develop and maintain relationships with the key P&C COEs to deliver exceptional services.

#### **IV. COMMENT POSTULER?**

Les personnes intéressées sont priées d'adresser leurs candidatures par e-mail à l'adresse électronique [info@standardbank.cd](mailto:info@standardbank.cd) en reprenant l'intitulé du poste en objet de leur e-mail. Les dossiers comprendront **uniquement** une **lettre de motivation** ainsi qu'un **Curriculum Vitae détaillé à jour en anglais** renseignant les numéros de téléphone et adresses e-mails d'au moins **trois personnes** de référence.

Seuls les candidats de nationalité congolaise remplissant les critères susmentionnés seront considérés pour la suite du processus. Il sied de préciser que les **candidatures féminines** sont vivement encouragées et que la maîtrise de l'**anglais oral et écrit** sera un élément déterminant dans la sélection des profils.

La date de clôture pour la réception des candidatures est fixée au **vendredi 14 juin 2024 à 17h00'**.

**La Direction des Ressources Humaines**

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