

“The Nation’s Bank”, **National Bank of Pakistan** aims to support the financial well-being of the Nation along with enabling sustainable growth and inclusive development through its wide local and international network of branches. Being one of the leading and largest banks of Pakistan, National Bank of Pakistan is contributing significantly towards socioeconomic growth in the country with an objective to transform the institution into a future-fit, agile and sustainable Bank.

In line with our strategy, the Bank is looking for talented, dedicated and experienced professional(s) for the following position in the area of **Aitemaad Islamic Banking**.

The individuals who fulfill the below basic-eligibility criteria may apply for the following position:

02	Position / Job Title	Branch Operations Manager (OG-II / OG-I)
	<b>Reporting to</b>	RE – Operations
	<b>Educational / Professional Qualification</b>	<ul style="list-style-type: none"> <li>• Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC</li> <li>• Candidates having Master’s degree / Islamic Banking certification / degree or diploma will be preferred</li> </ul>
	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 04 years of banking experience, out of which 02 years in core branch operations</li> </ul>
	<b>Other Skills / Expertise / Knowledge Required</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of SBP Prudential Regulations (PRs) and Islamic banking products</li> <li>• Strong understanding of branch banking operations</li> <li>• Good leadership and branch management skills</li> <li>• Good business acumen and expertise in process efficiency</li> <li>• Good analytical and customer-handling skills</li> <li>• Excellent written and verbal communication with good interpersonal skills</li> <li>• Proficient in MS Office suite (Outlook, Excel, Word, PowerPoint)</li> </ul>
	<b>Outline of Main Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• To be responsible for all branch operations, ensuring the implementation of efficient internal control measures and compliance mechanisms</li> <li>• To facilitate Branch Manager in achieving Branch business KPI and assist in development of annual budget for the branch and monitor compliance with the budgetary requirements</li> <li>• To ensure compliance of Banking Laws, Regulations, Banking instructions and SOP including Shariah Compliance in all jobs and tasks</li> <li>• To ensure opening and closing of branch operations on predefined bank timings as well as promptly address customer queries / issues. Additionally, ensure that the branch’s customer service meets prescribed standards</li> <li>• To oversee the branch’s administrative and operational staff and facilitate the smooth workflow between departments</li> <li>• To supervise all data processing activities of the branch and ensure preparation of debit / credit vouchers as per daily transactions and proper filling for future reference</li> <li>• To supervise account opening process and ensure error free and timely execution of inter-branch transaction and reconciliation of branch’s general account and ensure confidentiality and transparency in maintaining customers’ bank accounts</li> <li>• To ensure Regulatory, KYC / AML / Compliance regulations are strictly implemented and adhered to during establishing of customer relationship and subsequent transactions</li> <li>• To supervise daily compilation and preparation of the Statement of affairs and other periodic reports / statistics for senior management / regulatory authorities and ensure daily checking of DTRs</li> </ul>

		<ul style="list-style-type: none"> <li>• To ensure that there are no un-adjusted General Ledgers (GLs), no pending AML alerts &amp; high-risk KYC cases, no outstanding reconciliation and data cleansing issues in the branch</li> <li>• To ensure all audit observations are addressed (both internal and external) and implement measures to minimize and curtail recurrence by working on Corrective Action Plan (CAP) and rectifying all Diarized Audit Findings (DAF) and audit observations ensuring that Branch gets minimum audit rating as “B” all times</li> <li>• To maintain highest standards of customer service at all times to ensure zero complaint management and handling of customers within Turn Around Time (TAT)</li> <li>• To review and authorize requests for cancellation, lost/misplacement of remittance instruments and ensure stop payment entries in concerned ledgers</li> <li>• To assure collection of utility bills from customers without any complaints and ensure subsequent and fund transfers to hub branch</li> <li>• To facilitate locker operations to locker holders and ensure proper recording of locker register (where applicable)</li> <li>• To ensure safe custody of Security &amp; Financial documents. Also ensure proper collateral management</li> <li>• To supervise that all credit operations related functions are being performed (if applicable)</li> <li>• To ensure Branch Security Arrangements including but not limited to guarding arrangements, Alarm system and Branch CCTV</li> <li>• To supervise development of periodic cash requirement to maintain adequate supply of cash in the Branch Vault and oversee daily issuance and receipt of cash balance</li> <li>• To ensure timely opening / closing of computerized banking systems and running of start/end of the Day processes. Coordinate with the Regional Data Centre in case of any problems arising during the process/day</li> <li>• To ensure monthly reporting of all the MIS related to branch operations</li> <li>• To maintain all files, registers / documentations and ensure comprehensive records maintenance related to daily operations</li> <li>• To assure that Branch ATMs (including offsite ATMs linked with the Branch) are in order, CCTV cameras are functional to cover ATMs area and notice about contact number is placed inside ATM cabin/near ATM area; and ensure "cash feeding, cash balancing, availability of alternate power supply and rolls" in ATMs linked with the Branch</li> <li>• To ensure fair treatment to customer and take necessary measures to educate customers about financial products and address their concerns, queries and complaints</li> <li>• To facilitate (wherever require), make review/extra arrangement for visiting Customers/account holders, particularly for senior citizen, women &amp; PWDs</li> <li>• To ensure office discipline, dress code and upkeep of branch premises including office hygiene and safety of branch assets</li> <li>• To ensure all processes are completed within the specified TAT</li> <li>• To perform any other assignment as assigned by the supervisor (s)</li> </ul>
	<b>Place of Posting</b>	Dhudyal Mirpur AK, Lahore, Sukkur and Timergara Lower Dir

<b>Assessment Test / Interview(s)</b>	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).
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<b>Employment Type</b>	The employment will be on contractual basis for three years which may be renewed on discretion of the Management. Selected candidates will be offered compensation package and other benefits as per Bank's Policy / rules.
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Interested candidates may visit the website [www.sidathyder.com.pk/careers](http://www.sidathyder.com.pk/careers) and apply online within 10 working days from the date of publication of this advertisement as per given instructions.

Applications received after due date will not be considered in any case. No TA / DA will be admissible for test / interview.

**National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.**