

“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 **Operations** based in **Karachi**.

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

01	Position / Job Title	Secretary Service Quality Council (VP / SVP)
	Reporting to	Divisional Head – Branch Network & Services
	Educational / Professional Qualification	<ul style="list-style-type: none"> • Minimum Graduation or equivalent from a local or international university / college / institute recognized by HEC of Pakistan • Candidates having Master’s degree in Business Administration and / or Commerce and / or Finance would be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 12 years of banking experience, out of which at least 05 years of experience in Regulatory Compliance of Service Quality and / or in similar function • Experience of performing under a Company / Board Secretariat would be preferred
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Good communication and interpersonal skills • Excellent team management and leadership skills • Excellent organization skills, attention to details & proactive working attitude • In-depth knowledge of customer service management and prudential regulations • Proficiency in Advanced MS Excel • Must possess strong writing skills for recording minutes and management of secretarial work • Strong integrity and adherence to ethical standards
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To act as Secretary to the Senior Management Committee on Service Quality, examines and scrutinize the agenda items for their completeness and relevance to the forum, before acceptance • To assist the Committee in its oversight on issues related to products / services commitments outlined in Bank’s FTC policy and as per TORs • To organize /collect agenda items from Groups / Divisions as per mandate of the Committee or in accordance with the regulatory requirements identified by the respective Group / Division • To take all steps necessary towards conduct of meeting, including; <ul style="list-style-type: none"> (a) date and time with the consent of the Chairman (b) ascertaining availability of members to meet quorum requirements (c) booking of Conference Room • To ensure preparation / distribution of “Agenda Files” for Chairman / Members prior to the meeting date. Agenda Files to include Agenda’s supporting documents, reports, and any additional materials submitted under cover of Agenda item by respective Group / Division • To ensure arrangement of meetings with all required logistics • To record minutes of the meeting, summarizing key discussions, decisions and follow-up

	<p>actions on each agenda item</p> <ul style="list-style-type: none"> • To share drafted minutes with Members for scrutiny and finalization in consideration of their feedback /endorsement • To circulate final / signed minutes to members and / or concerned executives of Groups / Divisions as per agenda item, for noting and actions (if any) in the light of minutes • To follow-up on decisions / action items with concerned functions and reporting of updated status to the Committee, as per requirements • To ensure accurate maintenance of files / data / records of Committee particularly the minutes and MIS of action items; for any pre / post audit • To facilitate concerned functions in raising and delivering Committee's Performance Report to Board concerned committee / Board of Directors • To support internal / external audits and respond effectively to regulatory inspections and queries • To perform any other assignments as assigned by the supervisor(s)
Assessment Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for panel interview(s).
Employment Type	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.

Interested candidates may visit the website 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 interview.

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