

“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 professionals for the following position in the area of **Logistics, Communications & Marketing** based in **Karachi**.

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

02	Position / Job Title	Departmental Head – Monitoring, Review & Evaluation (AVP / VP)
	Reporting to	Wing Head – Outsourced Services
	Educational / Professional Qualification	<ul style="list-style-type: none"> • Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan • Candidates having a Master’s degree and / or relevant diploma / certification(s) would be preferred
	Experience	<ul style="list-style-type: none"> • Minimum 06 years of relevant experience, out of which at-least 01 year in managing outsourced staff at a managerial / supervisory capacity, preferably in bank(s) • Candidates having experience of Outsourced Services would be given preference
	Other Skills / Expertise / Knowledge Required	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to analyze data to identify trends, bottle necks and areas for improvement • Excellent problem-solving, analytical, and time-management skills • Ability to communicate ideas, pay attention to details, prioritize and accomplish tasks • Ability to work efficiently within established timelines • Proficient in MS Office suite (Outlook, Excel, Word, Power point etc.)
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To develop, implement, and maintain monitoring mechanisms to track the periodic performance of service providers against Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) • To ensure that all internal, external, and regulatory audits related to outsourced activities are aligned, observations are addressed, and necessary corrective actions are implemented • To monitor the performance of Outsourced Service Providers (OSPs) against SLAs and identify any breaches or instances of non-compliance • To collaborate with the Legal department on any litigation matters, involving OSPs or outsourced resources, including support staff, by providing necessary data and documentation, and maintaining proper Management Information Systems (MIS) • To conduct regular reviews of vendor documentation and performance reports to ensure accuracy, quality, and contractual compliance • To maintain up-to-date records of vendor performance, audit findings, incident logs, and prepare periodic reports for management review • To perform due diligence and verification of vendor personnel and processes to ensure compliance with organizational standards and regulatory requirements • To perform any other assignment 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.