

“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:

03	Position / Job Title	Departmental Head – Relationship Management (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 • Candidate 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"> • Should have strong administration skills • Strong negotiation and communication skills • Hands-on experience of expense / vendor management • Excellent problem-solving, analytical, and time-management skills • Ability to communicate ideas, pay attention to details, prioritize and accomplish tasks • Proficient in MS Office suite (Outlook, Excel, Word, PowerPoint etc.)
	Outline of Main Duties / Responsibilities	<ul style="list-style-type: none"> • To oversee the onboarding and separation processes for Outsourced Service Providers (OSPs), ensuring compliance with contractual and regulatory requirements • To implement and maintain a robust Know Your Vendor (KYV) framework, ensuring that all vendor documentation remains complete, accurate and up to date in accordance with the executed Service Level Agreement (SLA) • To manage the allocation and deployment of outsourced personnel across Head Office, regional offices, and allied locations in line with operational needs • To ensure timely and accurate processing of payments to OSPs and maintaining seamless operations across all locations • To address and resolve grievances and complaints related to outsourced personnel and service providers efficiently and in a professional manner • To ensure timely & regular submission of Incident Loss reports and maintain proper compilation of records • To supervise the daily operations related to outsourced services, ensuring adherence to service level agreements (SLAs) and operational excellence • To monitor and evaluate the performance of outsourced resources to ensure optimal utilization and alignment with organizational goals • To maintain strong relationships with OSPs to ensure consistent service quality and mutual benefit • To ensure that Know Your Employee (KYE) and Know Your Vendor (KYV) processes are conducted through the Compliance Group for both outsourced resources and Service Providers • 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.
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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.