

## JOB DESCRIPTION

### Head, PBB/Business Support Audit - PSIHPSA - 01

#### Job Objective

Our client is a leading provider of integrated financial services, pensions and wealth management products and services. It offers a wide range of personal & commercial banking products through over 180 branches spread across every state in Nigeria and online banking platforms. We are currently looking for a suitable candidate to fill the role of head, PBB/Business Support Audit within our client's organisation.

<b>Job Title:</b>	Head, PBB/Business Support Audit
<b>Department:</b>	Internal Audit
<b>Reports to:</b>	Head, Internal Audit

#### Job Description

- To ensure that the internal audit function of the Bank provides quality services that comply with internal auditing standards and management expectations.
- To effectively and efficiently carry out planned assignments approved by the Head of Internal Audit.

#### Key Responsibilities

- Understanding the business processes.
- Assigning audit resources to each audit and ensuring that it is completed within agreed times.
- Upholding the highest possible quality of services through various quality control checks and appropriate allocation of duties. All reports emanating from the department should be checked for correctness.
- Maintaining constant communication with head of Internal Audit and ensuring that his expectations are met.
- Maintaining mutually beneficial relationships with external auditors, regulators and Group Internal Audit and providing them with periodic reports when required.
- Maintaining the use of best practices by researching and adopting new audit techniques where relevant, identifying skills deficiencies and recommending appropriate training programs.
- Monitoring staff performance standards for purposes of motivation, discipline, counselling and rewarding.
- Ensuring that close communication is maintained with Internal Audit team to provide guidance and enhance team spirit.
- The ongoing identification of risks and possible mitigants.

- Carrying out ad hoc assignments as instructed by Head, Internal Audit.
- Timely issuance of final reports on completed audits.

### **Key Performance Measures**

- Satisfactory completion of annual plan within agreed timelines. Quarterly targets to be met.
- Submission of monthly, quarterly and annual reports to GIA and senior management.
- Budgetary expenditure variances to be positive.
- Level of legitimate complaints from customers and team to be nil or minimum.
- Positive feedback from Head, Internal Audit.
- Positive feedback from Internal Auditors

### **Internal and External Relationships**

#### **Internal to Bank (who, why, about what)**

- Continuous communication with the Head, Internal Audit to get advice and guidance.
- Consult the Head, Internal Audit to get ad hoc assignments and to obtain feedback on work done.
- Hold regular Portfolio Management discussions with auditee/stakeholder management to assess inherent risks and to obtain feedback on work carried out.
- Maintain close communication with Internal Audit team to provide guidance and enhance team spirit.
- Communication with the Head, Internal Audit on progress with regard to the annual audit plan.

#### **External to Bank (who, why, about what)**

- Maintain close relationship with External Auditors during statutory audits.
- Liaise with Central Bank Examiners in the course of audits carried out by the Regulators.
- Liaise with other banks, particularly their Internal Audit and Investigation teams to share notes and enable a speedy resolution of investigation work.

### **Qualifications/ Knowledge**

BSc/BA. Related certifications (CIA, CISA, CIMA, ACCA, ACA, ACIB, CFA or similar) are a plus.

### **Experience**

- Senior level experience in a related role with experience in business, functional and people management, with proven abilities in taking responsibility for executing concurrently on a portfolio of high quality deliverables to stakeholders according to strict timetables.
- In-depth understanding of the inter-relationships of business and support units

throughout the bank and how they impact the overall control environment and the audit approach.

- Over 10 years financial services/retail banking experience with a minimum of 8 years in a related role.
- Comprehensive knowledge of audit and risk assessment methodologies.  
Recognized as a leadership role model exhibiting initiative and intuitive thinking

### **Personal & Technical Competence**

- Makes sound decisions and will be consulted often by others for advice and opinions.
- Excellent communicator (oral and written); must demonstrate strong judgment and political astuteness.
- Ability to communicate at all levels, both orally and in writing.
- Analytical, conceptual and strong negotiation skills.

Exceptional candidates who do not meet these criteria may be considered for the role provided they have the necessary skills and experience.