

JOB DESCRIPTION



Job Title: Chief Operations Officer

Reports To: Chief Executive Officer

Job Overview

The Chief Operations Officer leads the Branch Operations Network (BON) and is responsible for growing NEDCO's business by developing a group of professionals, working in technical areas related to loan financing, portfolio management, product development and in the services that facilitate the overall development of entrepreneurs.

Responsibilities and Duties

Organizational Control

- Participate in the development of the annual strategic plan of NEDCO
- Develop and recommend the annual budget and business goals for all branches
- Develop and maintain throughout the organization, a culture of organizational integrity, sustainability and productivity
- Develop organizational competences and effective entrepreneurial development capability through training and staff development

Financial Reporting & Compliance

- Manage the preparation and presentation of analytical reports on portfolio quality, yield analysis, forecast trends, debt recovery, etc. to the CEO and the Board of Directors

Loan Portfolio Administration

- Achieve the business development goals as outlined in the annual business plan
- Develop and implement credit administration, debt collection/recovery, risk assessment systems, securities administration policies and procedures to effectively manage and support entrepreneurial development.
- Works with relevant agencies to resolve issues that impede the growth of NEDCO e.g. facilities and amenities
- Maintains a strong presence and NEDCO image at the national level and at each branch

Products & Services

- Ensure the development of loan products and services to support all types of entrepreneurial development by working collaboratively with the Marketing and Branding Department and the Entrepreneurial Development Department.
- Collaborates with relevant stakeholders to facilitate access to professional services and training, to support capacity building in SMEs in each area/branch.

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Risk Management

- Contribute to the development of risk profiles for all types of loan products

Cost Controls

- Develop the Branch Operations Network Budget and implement cost controlling strategies with regular reporting to the Chief Executive Officer

Performance Management

- Maintain systems of performance management based on targets, benchmarks and standards of ethics and personal conduct with regular oversight, monitoring and evaluation.

Qualifications & Experience

- University Degree in Management, Finance or Economics or related field
- A Master's Degree in Business Management or Entrepreneurial Development or related field
- At least five (5) years senior management experience evidenced by testimonials and /or records of achievements
- At least ten (10) years post-graduate experience working in loan operations in a financial institution or in entrepreneurship development or in related functions.

Competencies

- Leadership
- People Management
- Risk Management & Assessment
- Loan Portfolio Management
- Credit Administration
- Strategic Planning
- Entrepreneurial Development
- Good communications and influencing skills
- Knowledge of MIS

~~This document is intended to reflect only the main details considered necessary to describe the principal functions of your job and should not be construed as a detailed description of all work requirements that may be inherent in the position.~~