

Job Title:	Retail Risk officer	Reports to:	
Unit:	Risk	Department:	Risk
Grade:		Date:	
Job Holder:		Supervisor:	
Signature		Signature:	

Job Purpose Statement

The Retail Risk Officer is responsible for evaluating and processing credit applications for a range of consumer asset products, such as credit cards, personal loans, overdrafts, auto loans, and letters of guarantee (LG). The role includes assessing customer profiles, conducting risk evaluations, and ensuring compliance with the bank's policies, procedures, and regulatory standards. Additionally, the officer oversees the creation of MIS reports, monitors the status of applications, and ensures adherence to Central Bank of Kenya (CBK) regulations, anti-money laundering (AML) laws, and internal policies to safeguard the bank's legal standing and minimize risks.

Key Responsibilities

Financial Responsibilities

- Evaluate credit applications for all consumer asset products (cards, loans, overdrafts, auto loans, and LGs) to ensure sound financial decision-making.
- Conduct detailed financial risk assessments to minimize potential losses and protect portfolio quality.
- Ensure applications are thoroughly vetted to reduce defaults and non-performing loans (NPLs).
- Provide recommendations to improve credit quality, enhance productivity, and maintain the bank's profitability.
- Ensure accurate reporting of approval rates, portfolio performance, and compliance metrics to senior management.

Customer Responsibilities

- Ensure all customer applications are processed swiftly and accurately, maintaining a competitive turnaround time.
- Handle customer requests that require exceptional approval by evaluating justifications for non-standard loan structures and ensuring fair, transparent decisions.
- Maintain open communication with relationship teams to clarify requirements and ensure high-quality service delivery.
- Provide guidance to interns or new hires to ensure customers ultimately benefit from consistent and informed credit decisions.

Internal Business Process Responsibilities

- Ensure all credit processes adhere to bank policies, procedures, CBK regulations, AML requirements, and internal CIB standards.
- Collaborate with the risk management team to implement risk mitigation strategies and continuously improve assessment processes.
- Analyse and recommend improvements to credit guidelines, assessment procedures, and operational workflows.
- Supervise development of operational reports to track application status, turnaround time, and productivity, escalating issues promptly.
- Conduct periodic reviews to identify efficiency gaps, compliance lapses, and opportunities for process optimization.
- Effectively manage credit files to meet productivity targets while maintaining compliance and accuracy.

Functional Responsibilities

- Perform comprehensive credit risk assessments covering financial, operational, and compliance aspects.
- Implement changes to internal policies and regulatory updates into day-to-day operations.
- Support training and development of junior staff or new hires on the credit assessment processes, ensuring they are well-equipped to make sound credit decisions and follow bank policies effectively.
- Maintain a strong understanding of the bank's code of conduct and uphold ethical standards in all credit decisions.
- Collaborate with the Credit Analysis Manager to execute process improvement initiatives and maintain high assessment quality.

Our Values

Customers First

- We listen proactively to our customers to understand their needs and expectations.
- We integrate the voice of the customers in new product and service developments.
- We go the extra mile when serving our customers.
- We optimize our processes to deliver highest value and a seamless experience to our customers.
- We measure and benchmark customer engagement KPIs and integrate them in our leadership evaluation.

Lead The Market

- We strive to offer the best products and highest quality service.
- We aim to invest further to strengthen and enhance our market position.
- We provide an environment to our employees where everyone can give their absolute best.
- We train and equip our employees to be best prepared for a constantly evolving financial service market.
- We are a role model in implementing national initiatives and regulatory guidelines.

Agility

- We embrace a changing market environment and respond decisively and swiftly.
- We release new products and pilots quickly to test and optimize them in a real environment.
- We are open to try new things, but rigorous in evaluating its success and happy to accept mistakes.
- We collaborate proactively within cross-functional teams and limit vertical hierarchies to a minimum.
- We leverage technology to support, facilitate and automate our processes and time to market.

Integrity

- We hold ourselves accountable to a higher standard of responsibility.
- We are doing the right things, even if it is commercially less attractive.
- We communicate clearly what we can deliver and keep our word.
- We do things right and create solutions that work.
- We fully comply with all regulatory and compliance standards and apply zero tolerance to misconduct.

Job Specification

Academic <ul style="list-style-type: none"> ▪ Bachelor's degree in finance, Business Administration, Economics, commerce or a related field. 	
Professional Qualifications & Experience <ul style="list-style-type: none"> ▪ A master's degree or relevant professional certification (e.g., MBA CFA, CPA) is preferred. 	
Desired Work Experience <ul style="list-style-type: none"> ▪ minimum of 4 years of experience in credit analysis, risk management, or a related area within the banking sector. ▪ Familiarity with credit systems, MIS reporting, and customer service management is highly desirable. 	
Skills <ul style="list-style-type: none"> ▪ Strong analytical and decision-making skills. ▪ Proficiency in data analysis and reporting tools (e.g., Excel, MIS systems). ▪ Excellent attention to detail and accuracy. ▪ Strong communication and interpersonal skills. ▪ Good command of English language ▪ problem solving ▪ Good command of MS Office applications. 	
Reporting Relationships: jobs that report to this position directly and indirectly	
Functional Reports	None
Administrative Reports	None
Stakeholders: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal	<ul style="list-style-type: none"> • Risk department • Credit Department • Retail Banking (Branch Network & Consumer Segments & Products) • Audit and Compliance • Legal • Credit Collections • IT
External	<ul style="list-style-type: none"> • Customers • Companies • TransUnion/Metropol
Ideal job competencies and knowledge:	
Technical Competencies:	<input type="checkbox"/> Analytical Thinking - Level 2 <input type="checkbox"/> Concern for Order & Quality - Level 2 <input type="checkbox"/> Teamwork & Cooperation - Level 2 <input type="checkbox"/> Flexibility - Level 2 <input type="checkbox"/> Self-Control - Level 2 <input type="checkbox"/> Work Completion – Level 1
Behavioural Competencies	<input type="checkbox"/> Excellent command of English language coupled with strong communication skills. <input type="checkbox"/> Product and policy knowledge of the bank and knowledge of services granted by each department and affiliates <input type="checkbox"/> Excellent computer and presentation skills.