Job Title:	IT Projects Manager	Reports to:	Head of IT & Projects
Unit:	Projects	Department:	IT & Projects
Grade:	Manager	Date:	
Job Holder:		Supervisor:	
Signature		Signature:	

Job Purpose Statement

The Projects Manager will be responsible for leading, planning, executing, and closing multiple high-impact projects across the Bank, ensuring alignment with strategic business goals and regulatory requirements. The role will oversee the full project lifecycle from initiation through delivery and post-implementation review, managing the IT Projects team, budgets, and timelines while ensuring adherence to governance standards and quality expectations.

Key Responsibilities

Functional responsibilities

- Lead the planning and implementation of strategic technology and business transformation projects across the Bank.
- Define project scope, objectives, success criteria, and deliverables that support business goals in collaboration with senior management and stakeholders.
- Develop and maintain detailed project charters, work plans, budgets, risk registers, and progress reports.
- Oversee project governance, ensuring compliance with internal policies, regulatory requirements, and audit standards.
- Manage cross-functional project teams, providing leadership, coaching, and performance oversight to ensure timely and quality delivery.
- Engage with vendors and consultants to ensure contractual obligations are met and service delivery aligns with agreed standards.
- Proactively identify project risks, dependencies, and issues, ensuring mitigation plans are in place.
- Support the continuous improvement of project management processes, methodologies, and tools within the PMO framework.
- Oversee post-implementation reviews and ensure lessons learned are documented and shared across the Bank.

Financial
- Ensure all projects are delivered within approved budgets, timelines, and scope.
- Manage project budgets, including cost forecasting, expenditure tracking, and financial reporting.
- Optimize resource allocation and ensure cost efficiency across all project initiatives.
- Oversee vendor invoicing, contract renewals, and procurement engagements in collaboration with Finance and Procurement teams.

Customer
- Build and maintain strong stakeholder relationships across business units to ensure successful project outcomes.
- Ensure projects deliver tangible business value and improved customer experience.
- Act as the key liaison between project teams, executive sponsors, and external vendors.

- Ensure alignment of project deliverables with customer needs, SLAs, and regulatory timelines.

Internal Business Process

- Ensure full adherence to the Bank's project management framework, governance, and reporting standards.
- Prepare and circulate approval memos, project reports, and board submissions as required.
- Drive process improvements within the PMO to enhance efficiency, quality, and transparency.
- Champion the use of modern project management tools, dashboards, and methodologies (e.g., Agile, Scrum, Waterfall).

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
- Bachelor's degree in Computer Science, Information Technology, Business Administration, or related field.
- Master's degree or postgraduate qualification in Project Management or Business Administration is an added advantage.

Professional Qualifications & Experience
- Professional certification in Project Management (PMP, PRINCE2 Practitioner, Agile, or equivalent).
- Minimum 7 years' progressive experience in project management within the banking or financial services sector, with at least 3 years in a supervisory or managerial role.
- Proven experience managing multiple large-scale IT and business transformation projects.

Desired Work Experience
- Strong leadership, communication, and stakeholder management skills.
- Demonstrated ability to manage cross-functional teams and complex project dependencies.
- Excellent analytical, problem-solving, and decision-making capabilities.
- Experience working in a regulated environment with strong understanding of audit, risk, and compliance requirements.
- Strong reporting, presentation, and interpersonal skills.
- Organized and self-driven, strong problem solver orientation with attention to detail

Reporting Relationships: jobs that report to this position directly and indirectly

Functional Reports	Project Officers
Administrative Reports	Project Officers

Stakeholders: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal	All Business Units, IT, Operations, Risk, Compliance, Finance, and HR
External	Vendors, Consultants, Regulators, and Strategic Partners

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic)

Managerial and Operational – Responsible for project execution decisions, vendor engagement, resource allocation, and financial control within approved limits.

Ideal Job Competencies: Technical Competence

1	Project Planning & Execution
2	Budgeting & Financial Management
3	Risk & Quality Management
4	Data Analysis & Reporting
5	Negotiation & Vendor Management
6	Business Process Improvement
7	IT & Digital Transformation
8	Governance & Compliance Awareness

Ideal Job Competencies: Behavioral Competence

1	Leadership

2	Teamwork
3	Emotional Intelligence
4	Communication
5	Problem Solving
6	Decision making
7	Attention to detail
8	Strategic Thinking