

Job Title:	Corporate Services Officer	Reports to:	Manager, Corporate Services
Unit:	Corporate Services and Facilities Management	Department:	Human Resources
Grade:		Date:	
Job Holder:		Supervisor:	
Signature		Signature:	

Job Purpose Statement

Coordinating various administrative, financial, and operational activities including managing vendor relations, monitoring inventory and office supplies, maintaining departmental records, and supporting internal business processes to ensure the efficient operation of the corporate services department.

Key Responsibilities

Financial

- Verify invoices and facilitate timely payments for vendor services in line with the organization's policies and procedures.
- Monitor the issuance and re-ordering of office supplies, ensuring accurate tracking of expenses and costs.
- Obtain and process payments for utility bills, ensuring compliance with deadlines.
- Support inventory management by tracking and maintaining accurate records and preparing regular inventory reports.
- Review prices of consumables and suggest cost-effective alternatives and substitutes to optimize expenditure.

Customer

- Liaise with various departments to improve bank operations by facilitating clear communication and efficient delivery service.
- Maintain and update accurate inventory data and communicate relevant policies and procedures to staff.
- Keep updated records of branch and departmental requests on the Electronic Document Management System (EDMS).
- Follow up with vendors and suppliers to ensure timely delivery of goods and services as per Local Purchase Orders (LPOs).
- Follow up with departmental approvals request and issuance of LPOs

Internal Business Process

- Maintain departmental records and filing systems, ensuring they are up to date, organized, and easily accessible.
- Schedule maintenance for office equipment and coordinate with service providers for timely repairs and servicing.
- Support project planning and implementation by assisting in coordination, scheduling, and documentation.
- Manage corporate taxi platforms, validate trips, and ensure proper usage and reporting.
- Act as the Environmental, Social, and Governance (ESG) champion for the department and the Bank, promoting sustainable practices and initiatives.

General Administration

- Schedule meetings, take minutes and manage calendars for the corporate services team and other relevant stakeholders.
- Handle correspondence and phone calls, ensuring efficient communication within and outside the department.
- Organize and maintain filing systems for both physical and electronic documents to support easy retrieval and compliance.
- Prepare reports, presentations, and other documents as needed to support the corporate services function and senior management.
- Facilitation of board meetings and any other assigned executive training.

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

Minimum Education Level: Bachelor's degree in business administration or equivalent

Desired Work Experience

- Proven experience in corporate administration, office operations, or logistics coordination within a structured organization.
- Strong ability to coordinate service requests and communicate effectively with internal departments and external vendors.
- Highly organized, with good time management and the ability to handle multiple priorities concurrently.
- Detail-oriented, with a strong focus on accuracy, documentation, and adherence to internal procedures.
- Proactive and self-driven, able to work independently while escalating issues appropriately.
- Professional, discreet, and reliable, with strong interpersonal skills and sound judgment.
- Comfortably working in a fast-paced corporate environment and adapting to changing priorities.

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	All staff Bank Management Corporate Services team
External	Vendors Customers
Decision Making Authority / Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic)</i>	
Operational	