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| |  | | --- | | A. POSITION INFORMATION | | |
| Job Title | Manager: Risk and Compliance |
| Division / Department / Unit | Risk and Compliance |
| Duty Station | Windhoek |
| Reports to Position | Chief Executive Officer |
| Number of Direct Reports | None |
| Grading | D3 |
| Completion / Review Date | March 2025 |
| PATERSON GRADING |  |

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| C. PRIMARY PURPOSE OF THE JOB |
| The Manager: Risk and Compliance is responsible for development and maintenance of the legal, risk, compliance and disputes framework of PAN through participation in and control of the change control procedures, as well as for monitoring compliance with the various rules and regulations of PAN and its committees. |

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| D. JOB SPECIFICATIONS | |
| Minimum Educational Qualification (NQF Level) | Honours degree in Law and/or Business-related field.  Any postgraduate diploma in Audit and Master’s degree will be an added advantage.  NQF 8 |
| **Minimum Experience Required** | Minimum of seven (7) years relevant working experience of which three (3) years should be on a management level in compliance, risk and internal audit. |

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| **E. COMPETENCY PROFILE (Key Competencies Only)** | | | | | |
| Note on required proficiency level: 1= Basic; 2=Intermediate; 3=Advanced | | | | | |
| ***Knowledge*** | *Proficiency Level* | ***Skills*** | *Proficiency Level* | ***Attributes / Attitudes*** | *Proficiency Level* |
| National Payment System (NPS) laws and regulations | 3 | Communication skills | 3 | Integrity | 3 |
| Payment instruments, standards and payment operations. | 3 | Verbal and written command of the English language | 3 | Assertiveness | 3 |
| Risk management | 3 | Financial skills | 3 | Professionalism | 3 |
| Compliance and monitoring | 3 | Strong supervisory and leadership skills. | 3 | Attention to detail | 3 |
| Thorough understanding of policies and best practices of risk management. | 3 | Excellent analytical and problem-solving skills. | 3 | Ability to work under pressure and independently | 3 |
| ICT Literacy | 2 | Organising skills | 3 | Output and quality driven | 3 |

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| **Key Results Area** | **Accountability** |
| **KPA 1: Compliance** | Compile the 1 Year Business Plan and ensure implementation and maintenance of a general operational compliance program for members as defined in the Payment System Management Act, including how to engage with stakeholders, and enhance compliance within the Namibian payments industry, how to implement the regulatory framework as set out by Bank of Namibia and within the Payment System Management Act, including but not limited to the PAN, National and regional Payment strategies. |
| Draft monthly Risk and Compliance Reports to the Bank. |
| Review and/or, Amend and/or, Comment and/or, Monitor and/or, evaluate and/or submit reports relating to Forum agreements and Forum constitutions, PAN Constitution, MOA with Bank of Namibia or other Associations/Institutions, clearing rules, Bank of Namibia Directive/Determinations, and Payment System Management Act, NPS Standards, or as directed by the CEO. |
| Draft, design and/or review professional and specialist frameworks and best practices and/or analysis performed against professional and specialist frameworks. |
| Review PAN’s dispute resolution process and ensure compliance by PAN members. |
| Ensure compliance by PAN Executive Office and PAN member with the Payment System Management Act, PAN Constitution, MOA, NPS Vision and prescribed regulations, policies, standards, rules |
| Review risk reports from the PAN representatives on relevant forums, committees and other platforms and. |
| Review company policies and ensure that it is aligned to Namibian laws. |
| Ensure that operational and technical policies are created and maintained. |
| , maintain and compliance pertaining to policies, Forum agreements, Rules and procedures, and present outcomes to the CEO for submission to the PAN Management Board, Compliance Enforcement Committee and Dispute Committee or any other committee. |
| Review all reports pertaining to all the PAN departmental compliance policies. |
| Ensure PAN is compliant to all applicable legislation, regulations, by-laws, directives and other guidance from the Bank of Namibia. |
| Provide effective secretarial work to the PAN Management Board, the Management Committee, , including resolution of corporate governance and compliance difficulties as they occur; provision of editorial input to papers, presentations and content refinement; and preparation and provision of complex reports. |
| Manage and support any investigations or audits into PAN’s compliance. |
| Design and deliver compliance training to employees, management and PAN Management Board and all the PAN Management Board sub-committees, and any new committee members where relevant. |
| **KPA 2: Legal** | Review and amend the PAN Constitution, MOA between PAN and Bank of Namibia, the Governance framework, Card Framework, and the funding framework to ensure alignment with the Payment System Management Act. |
| Draft and review reports on all contracts, Service Level Agreements (SLAs) or rules that PAN enters into that may affect the NPS. |
| Stay abreast of any changes to laws or sector-specific regulations and keep the rest of the company up to date with any changes through communication. |
| Draft and review research reports on existing and new legislation that may impact the NPS, as may be required by any of the governance structures of PAN. |
| Implement PAN’s legislative frameworks, translate the touchpoints to layman’s terms and convey them to stakeholders. |
| Draft and present legal, risk and compliance reports and proposals to the Management Committee, PAN Management Board, REMCO, Risk Committee and Compliance Enforcement Committee. |
| Work closely with the Finance and HR Department and management teams for consistent enforcement of policies and when responding to compliance violations. |
| **KPA 3: Risk Management** | Coordinate with departmental managers, forums and committees to review all risk reports. |
| Review risk assessments, statistics, reports, and market trends, and provide reports to the Management Committee and PAN Management Board. |
| Draft and present risk reports and proposals to Management Committee, PAN Management Board, REMCO, Risk Committee or any other subcommittee of PAN Management Board. |
| Monitor and evaluate risks relating to forum agreements and terms of reference, the PAN Constitution, the MOA with Bank of Namibia or other Associations/Institutions, clearing rules, Bank of Namibia Directives/Determinations, the Payment System Management Act, and NPS Standards. |
| Create new and review current risk management framework and protocols. |
| Evaluate risk levels and implications. |
| Develop and implement policies and contingency plans to reduce and control risks and liabilities. |
| Design and deliver risk management awareness programmes to employees, management, and the PAN Management Board and all its sub-committees, including any new committee members where relevant. |
| **KPA 4: Strategic Management** | Develop key performance measures and metrics that support the company’s strategic direction to measure the success of product initiatives. |
| Participate with other managers in the formulation process of the company’s future direction and support tactical initiatives. |
| Monitor and direct the implementation of the strategic business plan. |
| Collaborating in developing an NPS vision. |
| Collaborate across teams and forums to communicate compliance strategies with the industry and internal stakeholders and adjust priorities according to feedback. |
| Liaise on all relevant Payments topics at organizational, national, regional, and international levels to ensure information sharing, and regulatory and technical compliance. |
| Assist CEO in implementing strategic direction to all employees. |
| **KPA 4: Financial Management** | Work with the Finance and HR Department to compile the annual budget for the Risk and Compliance Department. |
| Manage expenditure and promote cost reduction through innovative initiatives |
| Analyze departmental budget variances and initiate corrective actions where necessary. |
| **KPA 5: Leadership** | Build, mentor and manage the Risk and Compliance staff and nurture a value-driven culture. |
| Attend and contribute to Management Committee meetings and responsibilities. |
| Manage overall performance of staff and identify opportunities for improvement where necessary. |
| Manage the Personal Development Plan (PDP) and ensure appropriate training interventions are employed. |
| Develop and implement plans to improve the overall effectiveness and capability of the Risk and Compliance department. |
| Build, mentor and manage the Risk and Compliance department staff and nurture a value-driven culture. |

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| G. PRIMARY FEATURES OF THE JOB | |
| Typical Decisions Taken(Define Complexity) | Implementation of PAN Business Plan.  Compliance with PSM Act of 2023, (Act No. 14 of 2023), regulations, directives, guidelines, policies, etc.  Risk management, legal and compliance. |
| **Supervision Required**  **(Daily, Weekly, Monthly)** | * Monthly formal feedback. Should be able to function independently. |
| **Pressure of Work / Physical Effort**  **(Normal, Variable, Consistently High)** | * Consistently high, stakeholder demands. |
| **Working Conditions**  **(Office, Field, Machine Shop, etc.)** | * Office (60%); Field (40%), consulting with stakeholders. |

**It is hereby acknowledged that this job description is a broad indication of the work the job holder is required to do. The jobholder may be required to undertake other duties that can be reasonably expected from him / her, particularly when others are absent from work.**

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| H. JOB SIGN-OFF | | | |
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| Responsible Manager | Chief Executive Officer | Date |  |
| Job-Incumbent | Manager: Risk and Compliance | Date |  |