

JOB DESCRIPTION

Name:	
Position:	Projects Officer
Department:	CEO Secretariat
Branch:	Corporate Office
Supervising Officer:	Senior Manager – Projects
Supervises:	N/A

Job Purpose

The Project Officer plays a vital role in supporting the successful implementation of the bank's portfolio of projects from ideation to delivery. Working closely with the Senior Manager-Projects, the role provides comprehensive coordination and administrative support, and also drives successful delivery of small-scale projects independently by leading cross functional teams and reporting progress to the Project Manager. The Project Officer ensures efficient execution, clear communication, and effective follow-up across multiple workstreams in a fast-paced environment.

Key Responsibilities:

1. Administrative and Coordination Support

- Provide direct administrative and coordination support to the Project Manager to maintain momentum and accountability across all projects. Responsibilities include:
 - Managing project calendars and scheduling cross-functional meetings, feedback sessions, and steering committee meetings.
 - Preparing agendas and drafting minutes for project team meetings, capturing key decisions, action items, and assigned responsibilities.
 - Monitoring and tracking action items across departments and updating the Project Manager on outstanding items and deadlines.
 - Coordinating logistics for consultants and project-related training sessions, including organizing venues, schedules, and materials.
 - Assisting with the preparation, updating, and monitoring of detailed project plans and escalating delays or deviations as required.
 - Drafting and distributing project correspondence and maintaining up-to-date project communication logs.
 - Maintaining accurate logs of decisions, change requests, timelines, and resource allocations across all projects.

- Supporting the preparation, maintenance, and distribution of training materials and system documentation.

2. Procurement and Budget Tracking

- Collaborate with the Project Manager and business units to ensure that project activities are aligned with budgetary controls and procurement policies:
 - Monitoring and tracking project expenditures against approved budgets, highlighting any variances or out-of-budget items.
 - Assisting with the preparation and compilation of procurement documentation including quotations, invoices, and contracts.
 - Coordinating with Administration and Procurement teams to facilitate timely processing of requests and escalating any delays to the Project Manager.

3. Documentation and Record Management

- Serve as the central point for organizing, maintaining, and controlling all project-related documentation to support transparency, traceability, and audit readiness:
 - Maintaining a version-controlled repository for all project artifacts, including charters, scopes, requirement documents, and change logs.
 - Ensuring structured and accessible filing of all documentation including approvals, risk assessments, vendor correspondence, and other critical records.
 - Maintaining issue logs and tracking resolution timelines, while documenting all escalations and their outcomes.

4. Project Planning and Alignment

- Lead project initiation and requirement gathering through collaboration with project stakeholders both internal and external.
- Lead development and documentation of project/ business requirements through coordination and cross-functional collaboration with business teams and other project stakeholders.
- Recommend adjustments to project scope, timelines, or resource allocations in response to organizational changes and other factors impacting the project.
- Analyze projects impact, recommending KPIs and success metrics to evaluate project outcomes and effectiveness.

5. Independent Management of Projects

- Lead assigned projects and/or project components independently from initiation/ideation to implementation, ensuring successful delivery within defined scope, budget, and timelines.
- Develop and implement comprehensive project plans and schedules ensuring holistic cross-functional tasks and stakeholder responsibilities are documented.
- Monitor project milestones and deliverables, escalating issues where necessary.

- Manage project risks, dependencies and escalations proactively, ensuring Project Manager is informed of critical issues.
- Enforce adherence to internal policies, governance, and reporting requirements/standards.
- Build a high-performance culture within the project teams, promoting accountability, collaboration, and innovation.
- Supervise, mentor, and guide project teams, ensuring skill development and effective contribution.

6. Reporting and Implementation

- Lead implementation for assigned projects and assist with the coordination of implementation activities, including go-live planning and execution, deployment support, and post-implementation.
- Prepare monthly project reports, capturing project updates, milestone achievements, budget status, and outstanding issues.
- Lead post-implementation reviews of assigned projects to recommend corrective actions and process improvements based on and performance outcomes.
- Drive continuous improvement across projects through lessons learned, best practices, and stakeholder feedback.

Education and/or experience requirements:

- Bachelor's degree in business administration, Finance, or a related field.
- Certification in Project Management would be an asset.
- Minimum of 2 years of experience in banking, with at least 1 year in a supervisory role.

Functional competencies:

- Proficiency in Microsoft Office Suite, including Word, Excel, and Projects.
- Ability to support multiple projects simultaneously, track timelines, milestones and deliverables and ensure execution of tasks.
- Proficient in managing calendars, organizing meetings, and maintaining documentation in a structured and timely manner.
- Basic understanding of budget management and procurement.
- Knowledge of project reports preparation, status updates.
- Strong organizational and multitasking skills with a proactive mindset.
- Excellent written and verbal communication skills.
- Familiarity with banking operations and financial systems.