A subsidiary of Accsss Bank Plc

JOB PROFILE

Position Title:	Director Human Resources
Available position/s:	1
Division:	Human Resources
Department:	Human Resources
Location:	Head Office
Reporting to:	Managing Director
Job Reference No:	NBK/HR/01/2026

Position Scope:

The position is a strategic business partner and member of the Executive Committee, responsible for architecting and executing the Bank's human capital strategy in alignment with its corporate strategy, risk appetite, and regulatory obligations. The HR Director ensures that the Bank attracts, develops, retains, and deploys talent capable of delivering sustainable competitive advantage while embedding a high-performance culture, robust risk conduct framework, and operational excellence across all people processes.

Main Duties & Responsibilities:

1. KEY STRATEGIC RESPONSIBILITIES

A. Talent & Workforce Strategy

- Develop and execute a 3–5-year human capital strategy that supports the Bank's strategic plan, digital transformation agenda, and business line expansion.
- Lead workforce planning and scenario modelling to ensure optimal talent supply against business demand, including succession depth for critical roles.
- Oversee talent analytics and people data science to inform board-level decision-making on headcount, productivity, and organizational design.

B. Leadership & Succession

- Own the Bank's leadership pipeline and succession architecture, ensuring readiness for all ExCo and Board-reporting roles.
- Design and govern executive assessment, coaching, and development programs aligned with institutional leadership competencies.
- Partner with the HR Board & Nomination Committee on board succession planning and director capability assessments.

C. Culture, Conduct & Employee Experience

- Define, socialize, and measure the desired organizational culture, values, and employee value proposition (EVP).

- Champion diversity, equity, and inclusion (DEI) initiatives, ensuring representation targets and inclusive leadership practices.
- Design and monitor employee engagement, pulse surveys, and exit analytics; translate insights into actionable retention strategies.

Organizational Effectiveness
- Lead organizational design and change management for major strategic initiatives (M&A integration, digital transformation, branch rationalization, new business launches).
- Drive job architecture, grading, and competency framework maintenance to ensure internal equity and market competitiveness.
- Oversee change management and internal communications for large-scale people transitions.

2. OPERATIONAL & GOVERNANCE RESPONSIBILITIES

A. Total Rewards & Compensation
- Design and govern the Bank's remuneration philosophy, ensuring alignment with performance, risk outcomes, and long-term value creation as per the Group.
- Oversee compensation frameworks, short-term and long-term incentive schemes, and deferred compensation arrangements.
- Ensure compliance with regulatory pay guidelines (e.g., CBK Prudential Guidelines on remuneration, clawback provisions, malus arrangements).
- Manage pension, provident fund, and staff welfare schemes in partnership with trustees and fund administrators.

B. Talent Acquisition & Employer Branding
- Set the Bank's talent acquisition strategy, including graduate programs, executive search protocols, and digital recruitment platforms.
- Govern recruitment SLAs, cost-per-hire metrics, and quality-of-hire analytics.
- Ensure rigorous background screening, reference verification, and fit-and-proper assessments for regulated roles.

C. Learning & Capability Building
- Oversee the Bank's learning academy ensuring curriculum alignment with regulatory competency requirements (e.g., CBK licensing exams, AML certification, risk management training etc).
- Drive digital upskilling, leadership development, and technical competency frameworks for all business lines.
- Ensure mandatory training completion rates meet regulatory and audit standards.

D. Employee Relations & Industrial Relations
- Govern industrial relations strategy, including union negotiations, collective bargaining agreements, and grievance management.
- Ensure compliance with the Employment Act, Labour Relations Act, and other applicable Kenyan employment legislation.

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- Manage workplace dispute resolution, disciplinary processes, and litigation risk in partnership with Legal, Risk and Compliance.

E. HR Operations & Technology
- Oversee HR shared services, payroll accuracy, and employee data governance.
- Lead the HR technology roadmap (HRIS, ATS, LMS, people analytics platforms), ensuring data integrity, cybersecurity, and privacy compliance.
- Ensure operational SLAs for HR service delivery (onboarding, offboarding, query resolution, benefits administration).

3. REGULATORY, RISK & COMPLIANCE RESPONSIBILITIES

A. Risk Culture & Conduct
- Act as the executive sponsor for the Bank's risk culture and conduct framework, ensuring people policies reinforce prudent risk-taking and ethical behaviour.
- Integrate conduct and culture metrics into performance management, promotion criteria, and variable pay decisions.
- Oversee the "fit and proper" assessment process for material risk takers and senior management.

B. Regulatory Compliance
- Ensure all HR policies and practices comply with Central Bank of Kenya prudential guidelines, Banking Act provisions, and employment statutes.
- Maintain compliance with CBK requirements on insider staff lending, conflict of interest disclosures, and post-employment restrictions.
- Oversee whistleblower protection mechanisms and anti-retaliation policies.

C. Internal Audit & Control
- Ensure HR functions are subject to robust internal controls, audit trails, and periodic internal audit reviews.
- Respond to audit findings with remediation plans and closure within agreed timelines.
- Maintain segregation of duties and authorization matrices for sensitive HR transactions (payroll changes, bonus approvals, access rights).
- Represents the Bank in Kenya Bankers Association – Industrial Relations Committee.
- Update job knowledge by participating in conferences and education opportunities.

EDUCATION/PROFESSIONAL QUALIFICATIONS & EXPERIENCE:

- Bachelor’s Degree in Human Resource Management, Business Administration or a related field.
- Master's degree in Human Resource Management, MBA or general management.
- Higher National Diploma in Human Resources or relevant Certification in Human Resources.
- CHRP or equivalent.
- Certified Executive Coach is an added advantage.
- Certified Mediator is an added advantage.
- Labour Relations or Employment Law certifications is an added advantage.

- Ten (10) years' experience in general Human Resource, five (5) of which should be in a leadership role.
- Full member of IHRM and with current practicing certificate.

CORE COMPETENCIES & LEADERSHIP ATTRIBUTES:

Strategic Orientation	Translates macro-economic, competitive, and regulatory trends into human capital priorities; thinks in 3-5 year horizons.
Executive Influence	Commands credibility with the Board, ExCo, and regulators; negotiates effectively with unions and external stakeholders.
Business Acumen	Understands banking P&L drivers, capital allocation, and risk-weighted assets; speaks the language of business, not just HR.
Change Leadership	Leads large-scale transformation with empathy and discipline; manages resistance and sustains momentum.
Data-Driven Decision Making	Leverages people analytics, predictive modeling, and HR metrics to drive evidence-based talent decisions.
Regulatory & Risk Judgment	Balances talent competitiveness with prudential requirements; never compromises on conduct or compliance.
Stakeholder Management	Builds deep trust across business lines, geographies, and generations; manages diverse stakeholder expectations.
Digital Fluency	Understands HR technology ecosystems, AI in talent management, and digital employee experience design.

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Monday 3rd August 2026**
- Indicate Name of Job on email subject.
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.