



HOLY FAMILY MINOR BASILICA SELF HELP GROUP

JOB ADVERT FOR AN OPERATIONS MANAGER

Holy Family Minor Basilica Catholic Church Self-help Group is a registered agent under the Archdiocese of Nairobi Social Promotion Registered Trustees with the mandate of enhancing economic empowerment of communities within Basilica and its environs by evangelization, pooling together resources, provision of affordable credit, training and technical support through efficient and effective coordination. The self-help group operates in Central Business District, Nairobi area at Holy Family Minor Basilica Catholic Church.

To enhance the operations of the self-help group, the Board of Management is pleased to advertise for the position of an Operation Manager with the following specifications:

Duties and Responsibilities

1. Oversee the strategic growth and day-to-day operational functions of the group.
2. Report key results to the Board of Management and the group employees
3. Promotion of saving culture.
4. Maintain quality services by establishing and enforcing institutional standards.
5. Approve Member and bank transactions within authority limits.
6. Supervise, coach, and develop staff regarding service expectations, policies, procedures, products, systems and banking transactions
7. Facilitate regular team meetings focused on service and product training.
8. Prepare staff performance appraisals and disciplinary notices if needed.
9. Ensure audit controls are followed to protect the group from unnecessary risk and exposure.
10. Support compliance with regulatory guidelines including Self-help Programme Guidelines
11. Participate in community organizations and activities to enhance the group's image and
12. develop additional business and referral sources.
13. Answering customer queries regarding the group operation and status of their accounts.
14. Support audit activities
15. Any other responsibility may be assigned by the immediate supervisor.

Skills and Qualifications

- CPA (K) certification.
- Degree in a business-related field.
- Marketing skills.
- Public relations
- Corporative management
- A master's degree in business/management related field will be an added advantage.
- At least 5 years' relevant working experience in a managerial position, preferably in a financial related institution.
- Computer literate.
- Conversant with accounting systems.
- Administrative skills.
- Age of 35 years and above.

Interested candidates should submit their applications to the management through shg@basilica.caritasnairobi.org on or before 28th June 2025 clearly indicating the position being applied for and the name of the self-help group in the subject of the email.