



VACANCY ADVERTISEMENT

Applications are invited from suitably qualified candidates for the position of

MANAGER: OPERATIONS SUPPORT PATERSON GRADE D2

This role is responsible for leading, managing, and directing the bank's facilities and maintenance functions. The incumbent will be responsible for developing and implementing support structures, policies, and procedures to ensure optimal management and utilization of the Bank's physical assets. The role includes oversight of service delivery, stakeholder engagement, and risk management within the Operations Support Unit.

KEY PERFORMANCE AREAS

OPERATIONAL MANAGEMENT

- Lead the organization in implementing best-practice strategic operations support initiatives to deliver high-quality services that enhance organizational efficiency and effectiveness.
- Develop, maintain, and review the Vehicle Management Policy, Fixed Asset Management Policy, and Mobile Device Policy.
- Develop and implement adequate controls to ensure that fixed assets are regularly maintained and safeguarded.
- Prepare and submit annual maintenance plans for buildings, equipment and vehicles to Executive Management for approval.
- Conduct asset audits based on the Fixed Asset Register bi-annually on a sampling basis to ensure that all the Bank's assets are accounted for.
- Manage and supervise the development and implementation of maintenance schedules of all areas/features/components of the DBN premises.
- Manage the monitoring and control of planned maintenance tasks to ensure they are completed on schedule, minimizing breakdowns and the need for reactive maintenance.
- Manage and control all DBN vehicle utilization and maintenance, logbooks, servicing, regular inspections, fuel accounts, and incidents.
- Ensure that DBN-owned buildings comply with Health and Safety requirements as stipulated in the Health and Safety Policy.

PEOPLE MANAGEMENT

- Lead and coach direct reports, fostering a culture of excellence and continuous improvement.
- Set performance standards/ key performance indicators for the team and track daily and/or accordance with the annual performance reviews.

EDUCATION, EXPERIENCE AND SKILLS

- A Bachelor's degree (NQF Level 7) in Property Administration, Facilities Management, Business Administration, or a related field, with a focus on Project Management.
- A professional certification such as CFM, FMP, PMP, or NEBOSH will be an added advantage.
- 5 - 7 years of relevant experience in operations management within the banking environment, of which 2 years on a supervisory level or senior position.
- Excellent ability to collaborate and to build relationships
- Excellent verbal and written communications skills.
- Excellent customer orientation/focus.
- Well-developed interpersonal sensitivity and teamwork orientation.
- Resilience and the ability to make sound decisions.
- Problem solving and troubleshooting skills.
- A proven ability to motivate teams and to delegate effectively.

Applications will only be accepted from Namibian citizens.

The closing date for applications is Friday, 6 June 2025.

The DBN offers market related remuneration packages commensurate with experience and qualifications. Applications will be treated in strictest confidence.

Interested candidates should forward their resumes, which should include three contactable references and certified supporting documents to:

The Acting Manager: Human Capital and Organisational Development, Development Bank of Namibia, 12 Daniel Munamava Street, P. O. Box 235, Windhoek. E-mail: recruitment@dbn.com.na.

Applicants who do not receive any response within three weeks after the closing date must accept that their applications were not considered favourably.



Development
Bank of Namibia