

Vacancy

KBC Bank NV Italia – Local Operational Manager

KBC Bank NV Italia (“KBC Italy”), a branch of KBC Bank NV (part of the KBC Group), is looking to hire a new **Local Operational Manager (LORM)**. In this international context, the LORM Role is key in managing the operational risks business faces. The job offer is a fixed-term **half-time contract for 18 months**.

The LORM is expected to:

Support and challenge accountable management in its task to guarantee that the first line risks are managed well and in a consistent way through end-to-end processes. In cases where the responsibilities of him/her do not extend beyond the organizational unit (directorate, entity, etc.) he/she belongs to, he/she can only support and challenge accountable management w.r.t. the part of the process he/she covers.

Challenges the quality of the first line risk management in the business line(s)/processes for which he/she takes on the LORM Role tasks.

In the role he/she assesses and challenges:

- The first line risks resulting from decisions taken by the business
- The degree of implementation of the controls
- The level of the risk exposure
- The risk responses by the business (risk acceptance/action plans)
- The risk culture in his/her business

Monitor and proposes remedial action where needed

The evolution of the risk exposure

- Losses & incidents, and near misses
- The effectiveness and efficiency of controls
- The risk action plans and the audit recommendation
- Legal claims against KBC that result from operational issues

Translates the requirements of the Operational risk management Framework regarding first line risks into a pragmatic approach. In this respect he/she facilitates the discussion between the independent risk management function and the business.

Support business in and coordinates the implementation of:

- Group wide risk projects
- Risk self-assessments, risk scans, deep dives, key controls, risk decisions (acceptance, mitigation or transfer)
- Root cause analysis
- Any other group or local initiative to reduce the first line risks

Register risk data in the mandatory group wide risk tools and ensure their quality: completeness and consistency with accounting entries, both registration in the loss database and the reconciliation thereof have to be compliant with the minimum groupwide requirements. The reference is to losses and reconciliation.

Reports on the implementation of first line risk management frameworks, the risk decisions taken and on the risk profile of the business to Senior Management.

Provides support and training to the business to build risk awareness within the involved business area.

Which type of person we are looking for?

- **Team player:** as a LORM you'll be at the heart of what's happening inside and outside the office. You'll be in charge of operational risk management at local level communicating between commercial colleagues & service desks & risk management across many different countries, as well as your local team in the branch.
- **Good in communication:** Good listening, negotiation and presentation abilities are important. English strong verbal and written communication as well as interpersonal skills too is essential.
- **Strong analytical skills:** As a LORM you'll be confronted with the necessity to identify, analysing and mitigate risks situation. You'll also monitor and verify business actions in the risk management, and will be able to draw the right conclusions on how to act in case necessary.
- **Strong language skills:** You'll work in an international context which requires a proficient level of both Italian and English, with the aim to become fluent in reading, writing, speaking and comprehending both languages. Dutch and/or French is definitely a big plus.
- **Go the extra mile:** The branch and team is relatively small, so you'll experience a rather entrepreneurial environment where pragmatism is often key. Besides your day to day tasks, you'll regularly be confronted with to do's or situations that seem to go beyond "operational management". This introduces a lot of learning opportunities, challenges and variety in the job, something that gives you energy and you are eager to take on. Your creativity will be rewarded as usually the solution lies somewhere you didn't think of in the first place. You experience the liberty in how to address issues as a major advantage. You want to succeed, grow, be challenged and challenge others.

Who are we?

- You'll become part of the diverse, dynamic & strong team of KBC Italy which is accelerating its commercial activities.
- KBC Italy is a foreign branch of KBC Bank NV which at its turn is part of KBC Group. KBC Group is an integrated bank-insurance group, catering mainly for retail, private banking, SME and mid-cap corporate clients. Geographically, KBC Group focusses on 6 core markets of Belgium, Bulgaria, the Czech Republic, Hungary, Slovakia, and Ireland. Next to that KBC is present in 9 other countries, amongst which Italy, where the prime focus consists in supporting corporate client from the core markets.
- KBC Italy currently consists of 7 people (8 including you) and its role is mainly to support Italian companies which have a link with on the 5 corporate home markets (Belgium, Bulgaria, Czech Republic, Hungary, Slovakia). Main products offer consists of payments (current accounts), cash pools, lending & guarantee solutions.

What can you expect?

- You'll become part of the dynamic & strong team of KBC Italy which is accelerating its commercial activities. Although we're embedded in large international bank insurance group, the local empowerment & ownership is very important. As the KBC Italy Branch has been set up in 2017, we're still developing the organisation which brings along benefits and challenges. Expect therefore a rather entrepreneurial environment. We do look for people who are versatile and are able to assume different roles & apply different skills. At the other hand, this makes it a very dynamic environment to work in and the diversity of the role will enable you to both grow on the personal side while contributing to the growth of the branch. You'll work in a stimulating environment for

those who want to be challenged intellectually and get opportunities for further development.

- You will arrive in an international context which will allow you to broaden your focus and gain experience on new geographical areas
- You will work in the centre of Milano in a very nice area at walking distance from the Castello Sforzesco & the Duomo.
- You will perform your activities in Milan mainly but in close cooperation with Bruxelles
- As proven during the recent Covid period, it's important that both employer and employee need to be flexible, therefore it is possible that smart working (homeworking) will be required.
- A nice team of professional colleague who will be there to support you along the road
- Extensive training offer will be offered (both internal & external, both content & skill wise)
- The common benefits of the CCNL Credito will be granted such as electronic lunch vouchers, health insurance and pension fund

KBC group passport

Our area of operation

We are an integrated bank-insurance group, catering mainly for retail, private banking, SME and mid-cap clients. Our core markets are Belgium, the Czech Republic, Slovakia, Hungary, Bulgaria and Ireland. We are also present to a limited extent in several other countries to support corporate clients from our core markets.

Our goal and ambition

Through our activities, we want to help our clients to both realise and protect their dreams and projects. It is our ambition to be the reference for bank-insurance in all our core markets.

Our clients, staff and network

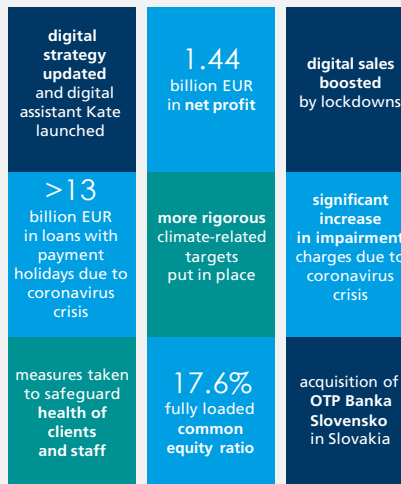
Clients	12 million
Staff	41 000
Bank branches	1 265
Insurance network	336 agencies in Belgium, various distribution channels in Central and Eastern Europe

Our long-term debt ratings (18-03-2021)

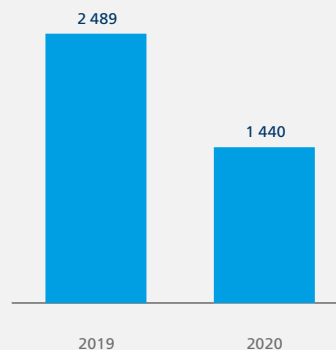
	Fitch	Moody's	Standard & Poor's
KBC Bank NV	A+	A1	A+
KBC Insurance NV	-	-	A
KBC Group NV	A	Baa1	A-

Data relates to year-end 2020, unless otherwise indicated. Outlook/watch/review data for our ratings is given elsewhere in this report.

KBC group in 2020



Net result (in millions of EUR)



Breakdown of net result by business unit (2020, in millions of EUR)

