

Responsibilities:

Strategic Planning and Performance Monitoring

- Assist in developing, tracking, and reviewing the strategic and operational plans for Group Operations and NMB Group.
- Ensure alignment between Group Operations' objectives and NMB Group's broader corporate strategy.
- Develop key performance indicators (KPIs) and targets for performance tracking across operational functions.

Data Analytics and Performance Reporting

- Collect and analyse data from various sources to assess operational performance and identify trends.
- Develop and maintain dashboards using tools such as Power BI, Excel, and Tableau to provide real-time insights.
- Prepare regular reports and presentations for management and key stakeholders on operational efficiency and performance.

Process Benchmarking and Continuous Improvement

- Conduct benchmarking studies to compare internal processes with industry best practices.
- Identify gaps and opportunities for improvement in planning and performance management.
- Support process improvement initiatives by providing performance data and insights.

Stakeholder Collaboration

- Work closely with internal departments and stakeholders to align planning and performance initiatives.
- Facilitate cross-functional meetings and discussions to drive a culture of performance excellence.
- Assist in change management efforts to ensure adoption of performance improvement measures.

Risk and Compliance Monitoring

- Assist in monitoring compliance with internal policies, SOPs, and regulatory requirements.
- Identify potential operational risks through performance analysis and suggest mitigation strategies.
- Ensure accurate documentation and reporting in line with audit and governance requirements.

Records Management & Documentation

- Maintain records related to strategic planning, performance measurement, and data analysis.
- Ensure that all performance-related documentation is up to date and aligned with best practices.

Training and Development

- Provide training on performance measurement tools, analytics, and reporting frameworks.
- Assist in developing training materials and conducting workshops to enhance data literacy across the department.



Qualification and Requirement:

- Bachelor's degree in business administration, finance, economics, data analytics, operations management, or any relevant field.
- At least 4 years of relevant experience in strategic planning, performance management, or business analytics.
- Certification in data analytics, project management, or business intelligence tools is an advantage.
- Must have good command of spoken and written Malay and English

Preferred Skills:

- Pleasant and having good interpersonal skills
- Strong analytical and problem-solving abilities.
- Proficiency in Microsoft 365, Power BI, Excel, Tableau, and data analytics tools.
- Experience in performance measurement frameworks and benchmarking methodologies.
- Project management skills to coordinate planning and performance improvement initiatives.