

JOB PROFILE

Position Title:	Business Performance Analyst, Islamic Banking
Available position/s:	1
Division:	Retail Banking
Department:	Islamic Banking
Location:	Head Office
Reporting to:	Head, Islamic Banking
Job Reference No:	NBK/RET/19/2026

Position Scope:

This position is responsible for delivering data-driven insights and performance reporting for the retail banking division. The role ensures accurate monitoring of KPIs, supports proactive commercial decisions, and leverages BI tools, SQL, and predictive analytics to optimize product performance and customer outcomes.

Key Responsibilities:

- Develop and maintain dashboards and reports using BI tools such as Power BI.
- Monitor key performance indicators (KPIs) and provide regular updates to stakeholders.
- Integrate Power Platform tools (Power Apps, Power Automate) to digitize and streamline reporting processes.
- Translate business requirements into robust datasets using SQL and other data management tools.
- Enhance the division's ability to anticipate performance trends and support proactive commercial decisions.
- Build forecasting and predictive models for deposit growth, loan demand, and customer acquisition using machine learning.
- Conduct deep-dive analysis of customer behavior, transaction patterns, and product performance.
- Generate ad hoc reports as requested by the teams.
- Collaborate with IT and data protection teams to ensure data quality, governance, and security.

Education/Professional Qualifications, Skills & Experience:

- Bachelors' Degree in Data Analytics, IT or Business related from a recognized University.
- Master's degree in a Business-related field from a recognized University is an added advantage
- 5 years of Commercial Banking experience, of which at least 3 years in Business analysis.
- Have appreciation and operating knowledge of the banking industry, market, trends as well as challenges.
- Demonstrable cross-cultural, people and relationship management skills, networking and negotiation skills, team motivation and leadership competence.

- Strong analytical skills.
- Stakeholder Management
- Strong knowledge of local Islamic banking market and vision about future direction and market sensitivities.
- Excellent interpersonal, communication and presentation skills
- Some knowledge of the Bank's lending principles, policies and procedures
- Ability to prioritize, meet deadlines and work under pressure.
- Innovative and creative - ability to think creatively and develop innovative solutions.
- Ability to make operational and routine decisions in a timely and effective manner.
- Able to withstand operational challenges and maintain momentum.
- Manages emotions in a mature and composed manner as expected.

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Friday, 10th April 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.