TRANSFORMATION GOVERNANCE LEAD

Reporting to: Chief Transformation Officer (CTO)

Job Purpose: The Transformation Governance Lead is responsible for enabling and providing enterprise oversight of Family Bank's transformation portfolio, ensuring strategic initiatives are effectively translated into measurable business outcomes through disciplined strategy execution, performance management and value realization.
The role provides leadership in enterprise strategic performance management, benefits realization, transformation economics, executive decision intelligence, portfolio analytics and transformation risk intelligence. Acting as the custodian of the Bank's Strategy-to-Execution framework, it ensures enterprise-wide alignment between strategic objectives, initiatives, KPIs, benefits and business value while strengthening execution discipline, accountability, transparency and evidence-based decision-making across the Bank's transformation portfolio.

Key Responsibilities

1. Strategic Initiative Execution & Portfolio Management

- Serves as the strategic execution partner to initiative sponsors and workstream leads, ensuring transformation initiatives deliver measurable business value.
- Develops and maintains the Bank's Strategy-to-Execution framework, ensuring every transformation initiative is traceable from strategic objectives through workstreams, milestones, KPIs, benefits and measurable business outcomes.
- Develops and maintains the Bank's integrated Transformation Roadmap, consolidating initiatives, milestones, dependencies, risks, benefits and strategic outcomes.
- Monitors initiative progress and proactively identifies execution risks, resource constraints and strategic misalignment.
- Leads enterprise portfolio optimization, prioritization and investment review processes, recommending initiatives for acceleration, redesign, deferment or termination based on strategic value, execution readiness and expected return.
- Tracks execution performance against strategic outcomes, enterprise objectives, benefit realization targets, timelines and investment commitments.
- Maintains an integrated enterprise transformation portfolio view covering investment exposure, strategic alignment, benefits realized, benefits at risk, benefits realization maturity, value-at-risk, and cross-functional dependency mapping across strategic, financial, technology and operational domains to proactively identify execution risks and optimize portfolio delivery.

2. Enterprise Performance Management & KPI Control

- With guidance from the CTO, designs and manages the Bank's Transformation Performance Management Framework.
- Develops and maintains enterprise transformation scorecards aligned to strategic priorities.
- Establishes KPI governance structures linking Board, Executive Management, Transformation Office, Workstreams and Initiative-level performance.
- Builds and manages Strategic Performance Index (SPI) dashboards providing a consolidated view of transformation health.
- Facilitates quarterly strategic performance reviews and KPI rationalization exercises.
- Aligns strategic objectives, KPIs, initiatives and benefit outcomes through an enterprise strategy execution framework

3. Benefits Realization & Value Framework

- Develops and institutionalizes Benefits Realization Frameworks for all transformation initiatives.
- Defines benefit ownership, accountability, baseline measurements, realization targets and tracking methodologies.

- Monitors planned versus realized benefits across financial, operational, customer, productivity and risk dimensions, validating benefit realization, identifying benefit leakage and forecasting future value realization across the transformation portfolio
- Tracks transformation economics and value realization metrics including ROI, NPV, IRR, Benefit-Cost Ratio (BCR), payback period, cost savings, revenue growth, Cost of Delay (CoD), Cost of Inaction (CoI) and portfolio value-at-risk to support investment optimization and executive decision-making.
- Quantifies Cost of Inaction and benefit leakage across initiatives and maintains value heat maps and benefit dependency maps to visualize value concentration and interdependencies across the portfolio
- Conducts post-implementation reviews and benefits realization audits to validate outcomes, certify realized benefits, identify lessons learned and recommend corrective actions

4. Strategic Intelligence & Executive Decision Support

- Designs and operate transformation intelligence frameworks incorporating forecasting, predictive analytics and scenario modelling.
- Develops rolling Benefits Forecasting for initiative delivery, benefits realization and portfolio performance.
- Conducts strategic scenario analysis and stress testing for major transformation investments.
- Produces Executive Decision Intelligence Packs for the CTO, Executive Committee, Board and Steering Committees.
- Synthesizes complex portfolio insights into executive decision options, evaluating strategic trade-offs, financial impacts, delivery risks and recommended actions.

5. Commercial & Financial Analytics

- Evaluates strategic investment proposals using business case analysis and financial modelling techniques.
- Develops enterprise transformation economics models linking strategic initiatives to financial performance, capital allocation, shareholder value creation and investment optimization, incorporating Cost of Delay (CoD), Cost of Inaction (CoI), Benefit Leakage and Portfolio Value at Risk.
- Conducts cost-benefit analysis, productivity modelling and operational efficiency assessments.
- Provides commercial insights and recommendations to support enterprise decision-making.
- Supports strategic reviews through financial performance analysis and investment appraisal.

6. Transformation Risk Intelligence & Execution Assurance

- Maintains the enterprise transformation risk register and execution assurance framework.
- Develops predictive Early Warning Indicators (EWI) and risk intelligence models to identify emerging execution risks, benefit erosion, value leakage and delivery bottlenecks before they materially impact portfolio performance.
- Conducts transformation health assessments and maturity reviews. Monitors initiative interdependencies, critical path risks and execution bottlenecks.
- Leads root-cause analysis of underperforming initiatives and recommends remediation strategies.

7. Advanced Analytics, Automation & Digital Enablement

- Leads automation of transformation reporting and executive intelligence processes.
- Develops predictive analytics capabilities for initiative performance, benefits realization and risk monitoring.
- Leverages advanced analytics, automation and related technologies capabilities to strengthen executive decision intelligence and transformation governance.

8. Transformation Capability Building & Centre of Excellence

- Establishes and maintains transformation methodologies, standards, frameworks and best practices.
- Institutionalizes enterprise transformation control by embedding the Strategy-to-Execution, Benefits Realization, Transformation Economics and Performance Management frameworks across the Bank.
- Builds enterprise capability in transformation governance, benefits realization, portfolio management and strategic performance measurement through standards, coaching and continuous improvement initiatives

Academic & Professional Qualifications

- Bachelor's degree in business administration, ICT, Finance, Economics, Strategy, Data Analytics, Project Management, Engineering, Information Systems or a related field.
- Master's degree (MBA, Strategy, Finance, Data Analytics, Project Management or a related discipline) will be an added advantage.
- Professional certifications such as PMP, PRINCE2, Agile, Lean Six Sigma, Change Management, Business Analysis, Data Analytics or equivalent are highly desirable.

Experience Requirements

- Minimum of 8–10 years' experience in transformation management, strategy execution, enterprise performance management, consulting, business analytics, project portfolio management or related fields.
- Proven experience leading large-scale transformation programmes, preferably within the banking or financial services sector.
- Strong experience in executive reporting, benefits realization, governance, strategic planning and financial modelling.
- Demonstrated experience working with senior executives, boards and cross-functional leadership teams.

Key Competencies & Skills

- Transformation / portfolio governance and Benefits Realization Frameworks
- Transformation economics: Cost of Inaction, Benefit Leakage, Portfolio Value at Risk, Value Heat Maps, Benefits Forecasting and Benefit Dependency Mapping
- Financial modelling (ROI, NPV, IRR, payback period, cost-benefit analysis)
- KPI and scorecard design; Strategic Performance Index (SPI) methodology
- Data visualization and BI tools (Power BI, Tableau, SQL)
- Predictive analytics, process mining and AI/ML applications for performance and risk monitoring
- Transformation risk intelligence and Early Warning System (EWS) design
- Executive reporting and Board paper development

ALL applicants MUST apply online to the email; **recruitment@familybank.co.ke**; closing date is **15th September 2026.**Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

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