



## Candidate Profile



Dipuo Nkutha  
Operational Manager, Shared Services  
(Home Loans)  
First National Bank



### Academic Credentials

Dipuo obtained a Diploma in Business Management through South West College in Roodepoort in 2005. Modules completed include Computer Practice N4, N5 and N6; Entrepreneurship and Business Management N4, N5 and N6; Communications N4; Public Relations N5 and N6; and Sales Management N5 and N6. She subsequently completed certificate courses in Communication; Time Management; Maximising Performance; Team Tactics; Computer Skills (MS Word, Excel and Access); Property Law and Conveyancing; Interviewing Skills and First Aid.

### Current Work Description

Dipuo is an Operational Manager at FNB Shared Services (Home Loans) with a staff complement of 94 (one Manager, three Service Quality Managers and eight Team Leaders) in three different departments namely: Cancellations, Risk and Variations and Administration. Her responsibilities include ensuring that processes and procedures are adhered to and that customers are serviced as per the Service Level agreement. This includes the provision of a high quality of service and ensuring that any customer complaints are handled professionally in order to maintain good relations between the customers and the Bank. Planning and organisational projects within Dipuo's department include the identification of process breakdowns and the re-engineering of processes. She is also responsible for the provision of certificates of compliance for the respective cost centres and monthly reports to stakeholders.

### Business Credentials and Skills

Dipuo believes in on-going motivation and coaching to develop her team, improve performance levels in terms of productivity and targets, and hence maintain good customer relationships. She provides sound vision and empowers her team through the introduction of innovative and repetitive goals. Her proactive style ensures that changes to processes and products are planned and implemented effectively.

### Personal and Professional Learning Objectives

Through this programme, Dipuo intends to:

- Improve her leadership skills
- Initiate and implement changes in her working environment to achieve better results
- Improve her coaching skills, and
- Develop the skills and competencies within her team.

### Personal Information

Dipuo Nkutha is married with two children. She enjoys travelling and outdoor life, hikes at least four times a year and bungee jumping for the thrill. She loves cooking and baking and spends time doing community work.