

ICSA Member case studies

Suzyo Ngandu

Bank Secretary, Zambia National Commercial Bank Plc

What is your current role?

Bank Secretary for Zambia National Commercial Bank Plc.

What other roles have you held prior to your current one?

Before joining the banking sector, I was Company Secretary for BP Zambia Plc, a subsidiary of BP Plc of the UK and had worked for KPMG, providing a range of company secretarial services to clients. I also worked for Zambia Consolidated Copper Mines Plc, the only Zambian company with dual listing on both the London and Lusaka Stock Exchanges.

What are the main responsibilities of your job?

Providing secretarial services to the board, advising on corporate governance issues, dealing with investor relations queries, custodian of various company documents including the company seal, ensuring all regulatory requirements such as filing returns are attended to.

What is a typical working day for you?

I have many varied roles which in a typical working day might see me attending to shareholder queries, liaising with the Luska Stock Exchange, communicating to directors, coordinating meetings, advising on certain governance aspects.

What is your educational/training background?

Bachelor of Sciences in Land Economy and currently pursuing ICSA Professional Stage II

What skills and qualities are required for your role?

Ability to juggle varied tasks, a calm disposition and capacity to multi-task.

Which elements of your role do you most enjoy?

Attending to governance issues, corporate affairs and being key liaison with the Lusaka Stock Exchange and the securities and exchange commission.

Which elements of your role do you least enjoy?

Drafting minutes.

How do you see your career developing?

My area of interest is in corporate affairs and investor relations.

What advice would you offer to a graduate or a current student studying the scheme?

It is a fulfilling career which will enable you to have breadth and depth in your chosen field.

Is there any other information you consider relevant?

I believe that those of us operating in developing countries can benefit immensely from the experiences of other colleagues in the profession, who operate in more developed economies. ■