



Talent Playbook

DELIVERING THE STERLING EXPERIENCE...

sterling.ng/careers

Not all Superheroes wear capes.

Join us to unleash your
life-saving powers!



Let's begin

**Life at
Sterling**

01

**Our Value
propositions**

04

**Our
candidate
experience**

**Why
Sterling?**

02

**Our way
of life**

03

**Our talent
programmes**

05

**Our
employees'
stories**

06

**Stay
in touch**



09

**Career
resources**

08



Welcome to our talent community

Hello!

We are excited to have you join our talent community. Welcome!

Sterling is building a community of talented people in the banking industry, and we are excited that you have decided to be a part of it.

As a member of our talent community, you will get exclusive news about us, exciting projects we are working on, career advice and resources, our employee success stories, and new job opportunities you may be interested in.

Join the insiders' community [here](#)

Welcome once again!

Best Regards.

Temi Dalley

Group Executive, Human Capital and Corporate Service.

Sterling Financial Holdings Company

Life at Sterling

“

At Sterling, We believe that diversity and inclusion are essential for innovation and success. We are intentional about creating an inclusive workplace where everyone feels valued, respected, and empowered to contribute their unique perspectives and talents.

Dipo Adebajo,
Chief Human Resources Officer,
Sterling Bank Limited.

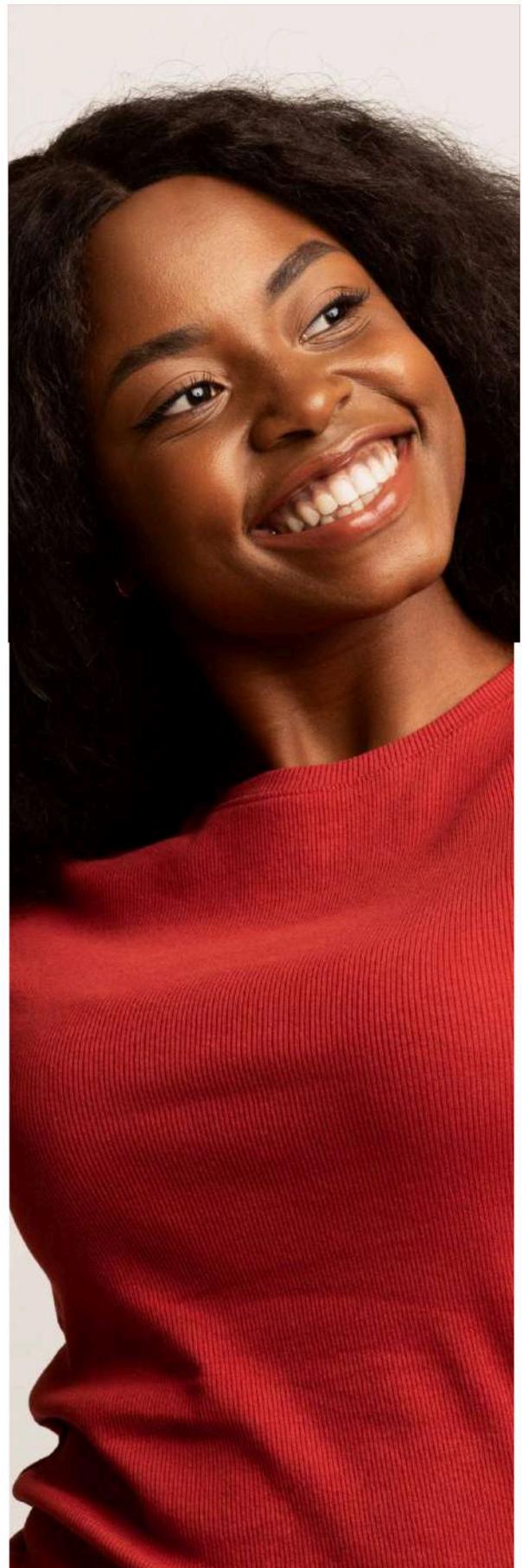


Life at Sterling

01

At Sterling, you can expect a career that is extraordinary!

We recognize that our people are our best asset; and we understand that the success of the business depends on their well-being which is why we made a commitment to create an enabling work environment that provides emotional, physical and financial support for all our people.



02

Why Sterling?

Why Sterling?

02

Why Sterling? A simple question but interestingly there is no definitive answer. We asked a couple of our employees why they chose Sterling and best believe they all had varying and interesting responses to this question.

Truth is, we are also interested in finding out why you want to join Sterling? Could it be because you have heard so much about the Sterling brand or is it because we have won several awards for being a Great Place to work? We wonder why but to be certain, we have decided to list out some of the things that we believe makes us an employer of choice.



Our Culture: First And Foremost, We Value Our People

No doubt, nurturing the right culture at Sterling is critical to our success and we remain committed to driving performance through the right behaviors. Working at Sterling is a way of life; therefore, it requires that homes are built in our workplace. That people are happy to work and collaborate. We welcome diversity & inclusion; a workplace where everyone is heard, everyone is seen, and everyone is safe.

We are particularly proud of our work culture that not only allows our people thrive but ensures that everyone feels valued. We created a place where our employees are proud to come to work everyday.



A career at Sterling offers you the chance to make a difference in your life and the lives of people in your community.

03

Our way of life

03

Our way of life

Our Behavioural Codes

At the core of our strategy and processes is the focus on ethics and values, this is set out in a series of commitments as enshrined in our "10 Behavioral Codes". The Sterling Behavioral Codes personify our ethos to build a workplace that is safe and enabling for all, regardless of background - a workplace devoid of all forms of abuse and discrimination, where our workforce is consistently empowered, motivated, and self-driven to be more and do more.



Our Behavioural Codes

1—4



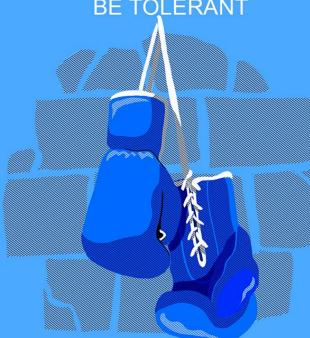
Our Behavioural Codes

5 — 8



Our Behavioural Codes

6 — 10

BE TOLERANT

Step out of your comfort zone and seek to understand others

BE A LEADER

Demonstrate personal accountability by displaying behaviours and actions that reflect high professional standards

BE OF SERVICE

Seek what is best for Sterling Bank always, rather than what works best for yourself or your team.

1




It is no surprise we have been recognized severally as a great place to work. That is right!! We never set out to win awards, but we are not going to lie, it feels pretty good to be recognized as a great place to work. It makes us so proud to be recognized for building a wholesomely enabling culture. Our corporate culture can be best described as Agile; ever-dynamic, innovative, and creative. As we continue to focus on delivering the best results for our customers and stakeholders, we are committed to enabling

and unlocking the potential of our people, whether they are coming into the workplace for the first time or as experienced professionals. This mandate is what reflects in our employee engagement model. The model with which we strengthen the mental and emotional connection of our employees to the workplace and communicate the culture for overall adoption.

We have nurtured a strong value system by aligning behavioural codes and organizational purpose in building trust, so that employees could derive a sense of meaning from their work.

A purpose-driven Career

You can make an impact that matters. As an organization we are committed to enriching the lives of our customers and stakeholders. The work you do every day can have a positive impact on your life, the society and world at large. You will enrich your experience and be exposed to a wealth of diverse knowledge and top leaders in the industry.

At Sterling, we have built a culture of inclusiveness, we value fresh ideas and continuously seek ways to improve our processes. We work together to drive a culture of service and learning. Our leaders are accessible for knowledge sharing and we inspire stimulating conversations where we can share honest feedback within a culture of collaboration, respect, and integrity.

We are deliberate about creating a work environment



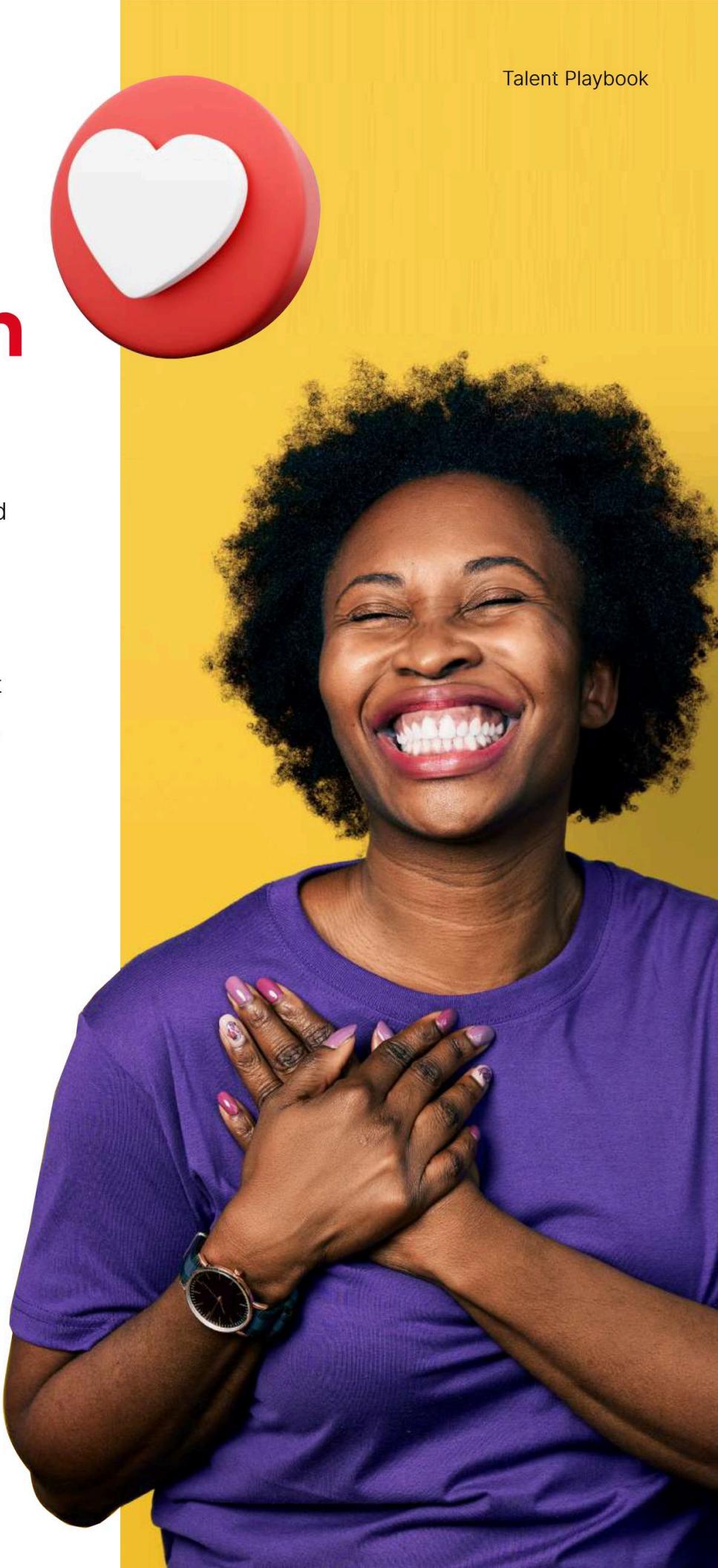
that feels like home. A space where everyone is valued, respected, and can thrive regardless of their background or individual difference. We want you to approach your career with fun and enthusiasm in an environment that fosters collaboration and innovation.

We are committed to your growth and success within a culture of collaboration, respect, and integrity

Rewards, Benefits & Recognition

Our rewards and benefits are designed to help you be your best. We aim to provide an enriching reward experience. One that is flexible, performance-driven, relevant and best suited to your lifestyle and preference.

Some of these covers comprehensive competitive salary and benefits packages including HMO, Defined Contribution Plan, Professional Subscription, and other interesting perks.



A Learning Culture

At Sterling, we are big on learning. This simply means it is at the heart of everything we do. We are truly committed to helping you become the best version of yourself, career wise and also help you fulfill your potentials by equipping you with the skills and knowledge you require to achieve this goal.

We also understand that everyone has their preferred way of learning which is why we ensure that we have a robust learning curriculum, programs and tools that cater to individual needs, putting you in control of your learning while also ensuring accountability. We are continuously developing new learning initiatives to drive the learning culture and ensure that you have fun while learning in the Sterling way.



Your Well-being is our focus

We know that best employees deserve the best which is why your health and well being is our focus. We are continuously implementing initiatives that are centered on mental health, wellness, and support. We want you to live your best life because we know that healthy employees are successful employees.

Communication & Feedback

We are open and honest - Focused on informing, engaging, and empowering employees as culture beneficiaries and ambassadors to understand, imbibe, display and promote the Sterling Culture, equipping them with the necessary insight, all round support, and tools to experience and drive the change. Our goal is to communicate all key aspects of the business to the entire organization.

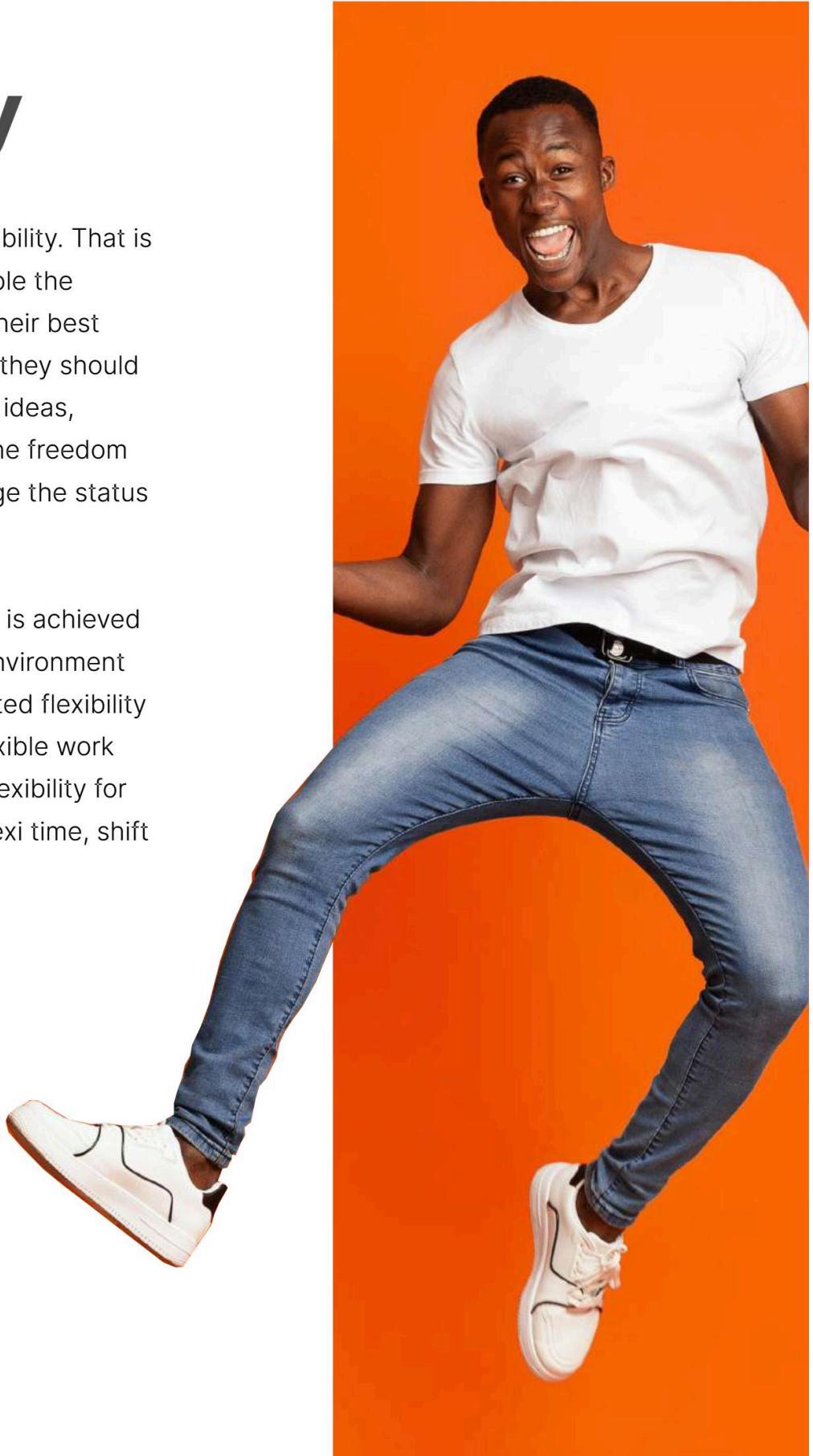
We love to hear back and through the deployment of periodic feedback and assessment tools as well as our 24-hour helpdesk. We can constantly understand and measure employee engagement, experience, and pain points of our people.



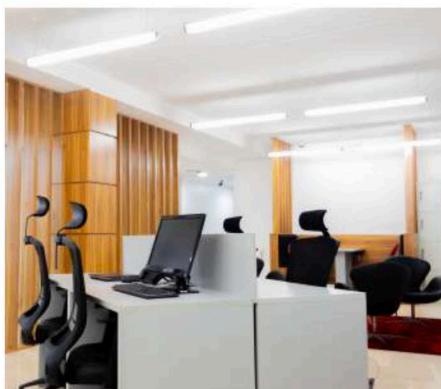
Flexibility

We pride ourselves in our flexibility. That is right? We have given our people the flexibility and freedom to be their best selves and do things the way they should be done. We encourage fresh ideas, creativity and we give them the freedom to try new things and challenge the status quo without barriers.

We also believe your best self is achieved when you have an enabling environment which is why we have integrated flexibility in our processes. We have flexible work arrangements that provides flexibility for all our employees including flexi time, shift work, onsite and remote work arrangements.

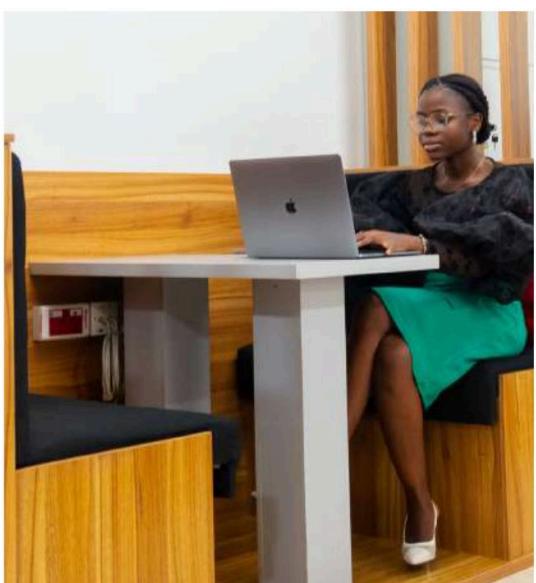


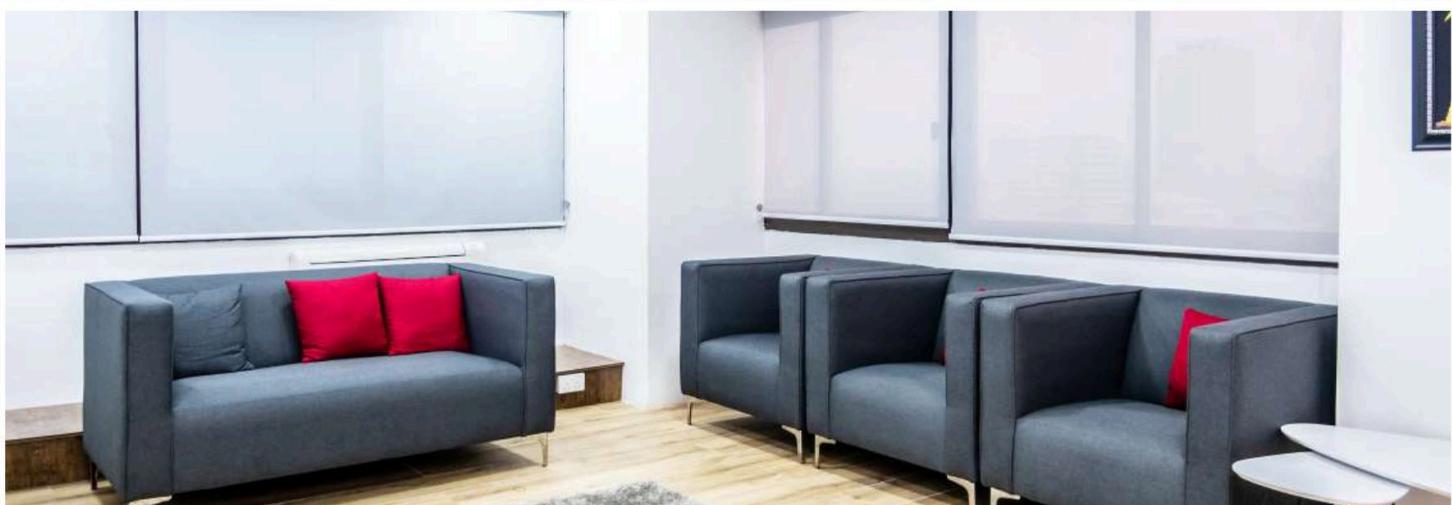
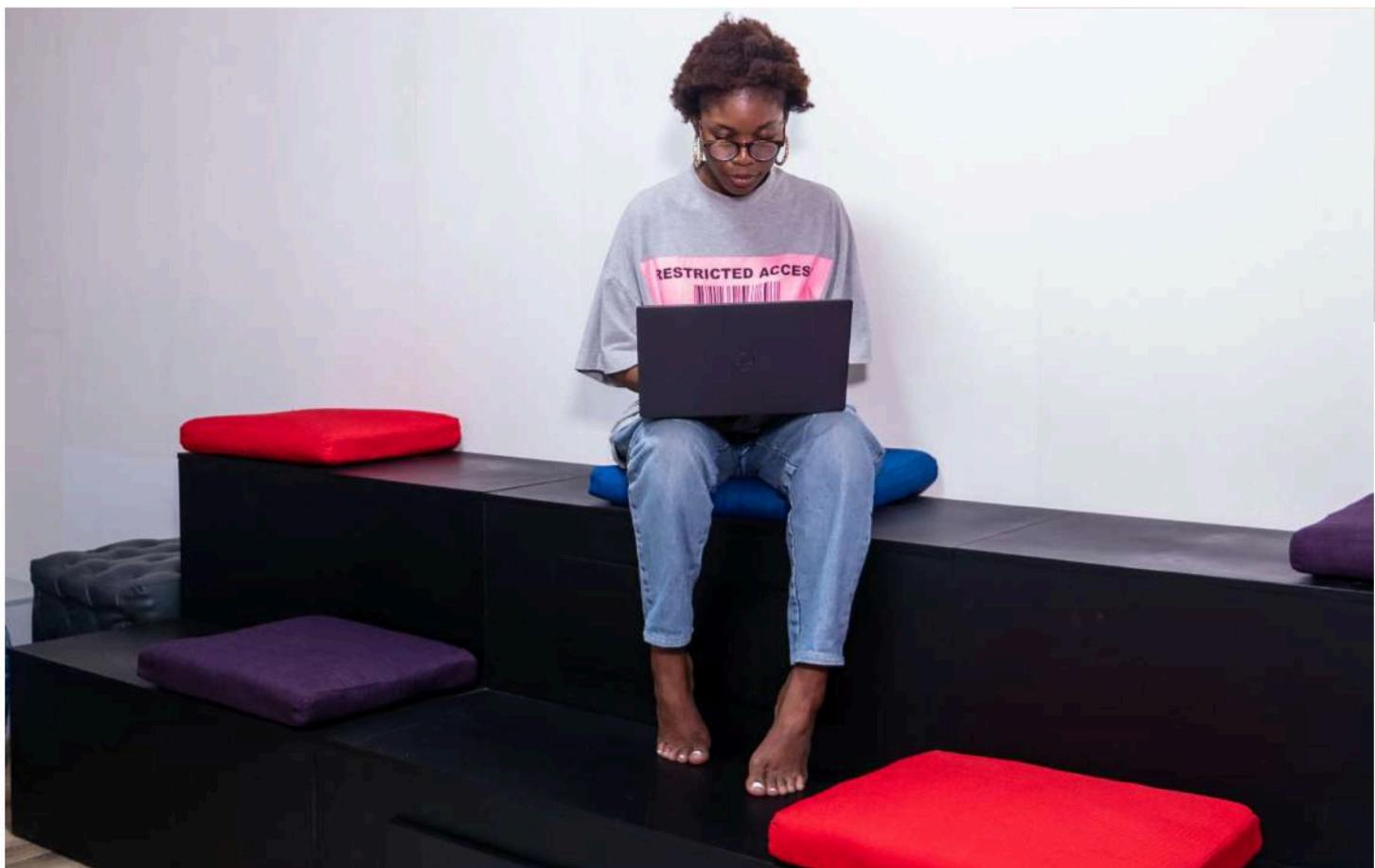
REINVENTING HOW YOU WORK AND WHERE YOU WORK



OUR COOL WORKSPACES

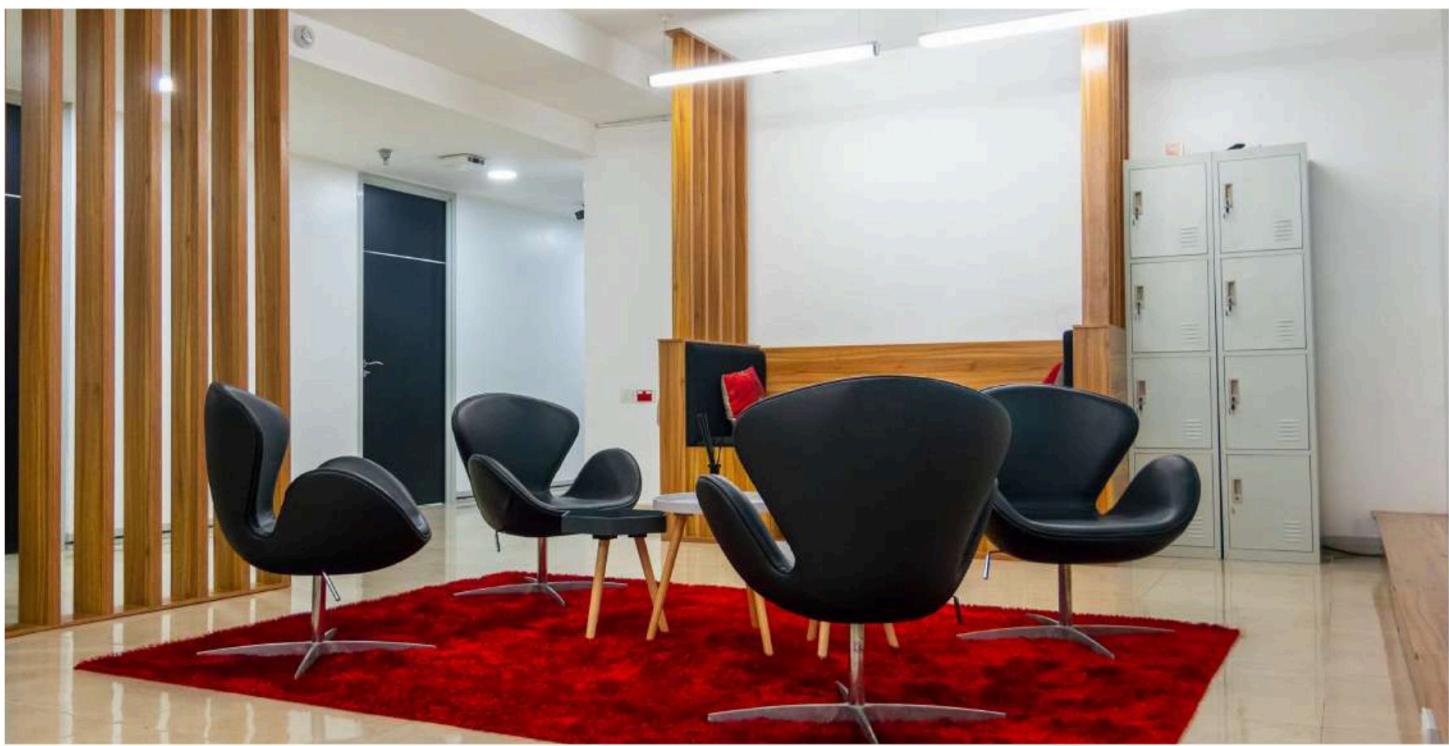
MORE INSIDE →











Diversity & Inclusion

Sterling is a proud equal opportunity employer. We are committed to providing equal employment opportunities for our people regardless of ethnicity, sex, race, religion, educational qualification, culture, and disability.

We have zero tolerance for discriminatory employment practices and ensure that we create an equitable environment where our people are fairly treated.

*Applications from qualified candidates
for the Sterling Embrace Program
can be submitted via:*

sterling.ng/careers

Bolanle Tyson
Team Lead - Digital Banking (switch)

Sterling Embrace

Empowering people with disabilities

[Watch Video](#)

Women at Sterling

Increasing the representation of women at all levels

[Watch Video](#)



Bloom Network's IWD
2023 Commemoration.

[Watch Video](#)



Women at Sterling

Increasing the representation of women at all levels

[Watch Video](#)



Diversity Equity Inclusion

[Watch Video](#)

Building a place we call home...



Work

Rethinking work outcomes that adds value to our customers, are meaningful to our people and makes an impact in our community.

Workplace

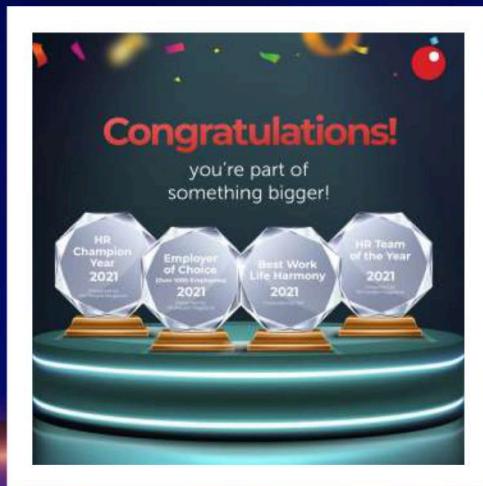
Leveraging physical and remote work models to spark innovation, diversity of thought, and cross-functional collaboration.

Workforce

Diverse workforce with essential human and technical skills and knowledge to deliver new outcomes.

Where talent meets purpose.

Some of Our Awards



Our Value propositions

04



Our Value Propositions

Reinforcing our people promise.

Flexible Work Models

The working arrangement which gives a degree of flexibility on how long, where, when, and at what times our employees work.

Career Advancement

Growth opportunities for our top-performing employees, and upward career progression for employees across Sterling.

Educational Bursary

In partnership with globally recognised institutions, we offer scholarships and educational bursaries to our employees.



Health Insurance

We provide our employees with comprehensive health insurance plans which are tailored based on each employee's needs.

Learning Resources

Access to world-class learning resources through e-learning, employee development initiatives and sponsored training.

Employee Support

We provide employee assistance programmes for support in resolving personal challenges that may be affecting their job.

...and more benefits



Meaningful Work

Cross-functional projects and work that matters to the overall objective of Sterling, to you and your team, and your community.

Flexible Career Path

Our employees can change their career focus in response to personal or professional priorities through internal mobility.

Worklife Harmony

We have initiatives that enable our people to equally prioritise the demands of their career and the demands of their personal life.

Professional Development

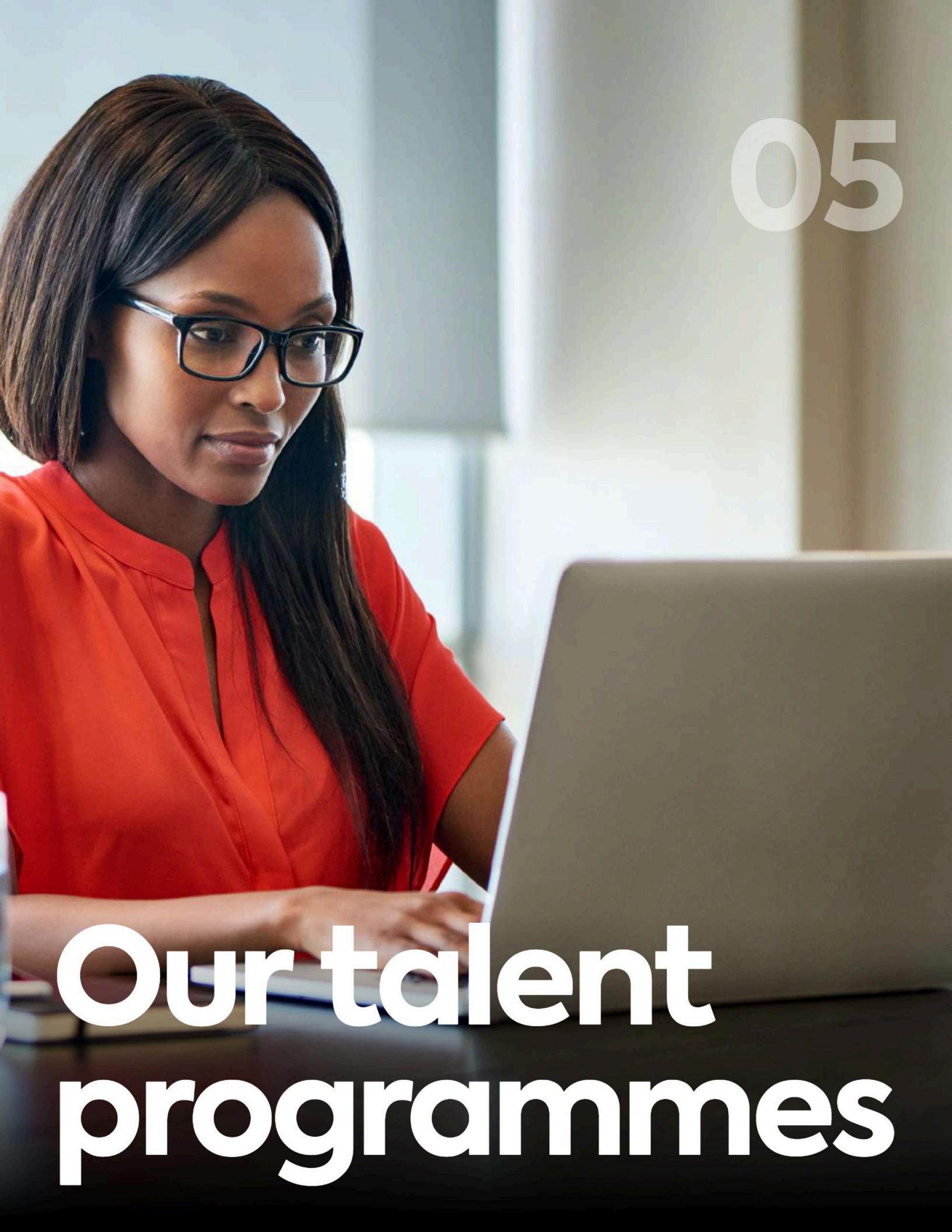
We provide our employees with training, professional certification, and advanced education they need as professionals and to succeed in their career.

Competitive Rewards

We offer competitive monetary, beneficial, developmental rewards and personal growth opportunities to our employees.

Performance Bonus

We offer financial and non-financial rewards to outstanding employees for achieving agreed goals and improving profitability.

A professional woman with dark hair and glasses, wearing a red blouse, is focused on her work on a laptop. The background is a bright, modern office environment.

05

Our talent programmes

05

Our Talent Programmes

Hiring the best and most talented employees through diverse strategies.

At Sterling, we simply connect you to your passion. It's never business as usual. It's a place where you can make a difference because what you do at Sterling matters. You can expect a career that is extraordinary.

Sterling Internship Programme

Our several internship programmes provide exciting opportunities for young professionals (undergraduates & pre-NYSC) to gain insight into the corporate world.



Sterling Graduate Trainee Programme

This is the starting point for an exciting career at Sterling. An opportunity for talents who are ready to live out their passion and demonstrate leadership potential.



Sterling Management Development Programme

This is an intensive talent development programme which attracts the brightest, most driven young professionals and nurtures their talent to be future leaders.



Experienced Hires

As an Experienced professional, your knowledge and insights are highly valued here. We encourage applications from diverse backgrounds as there is no specific profile or experience set that makes the Sterling person.



Gig - It

We are building a transformative workplace and workforce, where temporary work, independent work, and short-term engagements are the norm. Whether it's a hobby, a hustle or a passion...join us on the journey to change how we work!



Code to Bank

Building for the Future- Help us transform and reinvent the future.
As a Technical Talent, we value your diverse skill set and we are looking for individuals who are interested in building products and the bank of the future.

06

EMPLOYEES' STORIES

Here's what some of our people have to say about their Sterling experience.



SEYITAN OGUNLEYE

DIGITAL PRODUCT SPECIALIST

What's your favourite part of your job?

For me, my favourite part of the job is seeing processes conceptualized during brainstorming sessions come to life in designs and eventually implementation. When people can use and derive value from what was previously not in existence.

What was your application and interview experience like?

The application process for me was very simple and straight through. The interview process was very engaging, I felt like I was being considered fairly. I liked the fact that I got text messages whenever an email was sent about the progress of the recruitment process. I thought it was a very deliberate effort of the recruitment team which largely speaks to everyone here being service-oriented.

What advice do you have for aspiring Sterling Tech talents?

In Sterling, the biggest assets are the people, in every sense of what that is supposed to mean. The bank is highly invested in your progress, always cheering the staff on in various endeavours. As a tech talent in Sterling, you will truly feel like you are part of the bigger picture. From the L&D team constantly thinking of ways that you can sharpen your skills and be better at delivering value to the people you are surrounded with, always ready to lend a helping hand; the sky is truly your starting point. Advice?... Let your hunger for more never be quenched!



EDWARD OLUWASEGUN O.

MANAGEMENT ASSOCIATE (SMDP)

What motivated you to make the move to Sterling?

The appeal of the Sterling Management Development Program was a good drive, but I wanted a place where I could work and enjoy working. So, I spoke to some staff in the bank and senior colleagues in the industry and everyone had really good things to say about the bank. That spurred me to put in my best to ensure I get into the program and by extension the bank.

What's one memorable thing about your Sterling interview?

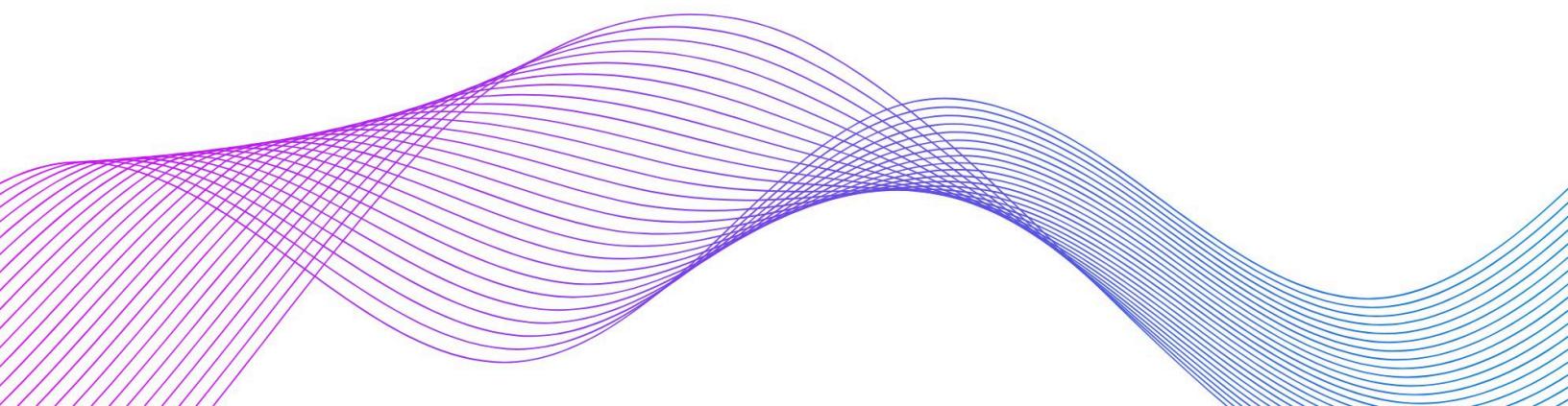
First was how free and friendly the Talent acquisition team was. I thought to myself these are young chaps, it is expected. But on meeting the interview panel I realized this did not just stop at the young guys, the senior people too were friendly. At no point during my interaction did I feel like I was in an interview. This is an experience that still rings true.

What's your favourite thing about working at Sterling so far?

As much as I would love to say working from home is my favorite thing about working in sterling, the fact that management listens. These are the major reasons I am not looking to move out of this organization.

Any tips for aspiring Sterling Humans?

Do all it takes to get into sterling. It is one decision you will not regret.





KELECHI NWAOZUZU

MANAGEMENT ASSOCIATE (SMDP)

What motivated you to make the move to Sterling?

I decided to move to Sterling because I was at the point in my career where I felt like I needed a challenging career growth opportunity. When I read about the dynamism of the Sterling Management Development Program (SMDP) and the prospect of working on diverse important and exciting projects, I was sold! Having made the move to Sterling, I have since seen that the SMDP program is even better than was advertised and I have no regrets!

What's one memorable thing about your Sterling interview?

The most memorable thing about the interview process for me was how future-thinking and accommodating the entire process was. I was required to make a physical appearance at the final stage of the process but couldn't because I was outside the country. I thought that meant my journey had come to an end, but I was pleasantly surprised when the team made provision for me to join the rest of the candidates online. I share this experience every chance I get because it proves just how efficient the Sterling recruitment process is.

What's your favourite thing about working at Sterling so far?

The people. Sterling Humans are genuinely some of the most brilliant people I have interacted with. The way each person approaches their job with a problem-solving mindset is beautiful to see and it just shows that the environment is enabling.

Any tips for aspiring Sterling Humans?

Sterling isn't all talk and no action. As long as you want to, you have everything you need to succeed- An enabling environment, brilliant people and a truly supportive Human Capital team. Do your best to get in. I'm rooting for you!

A professional portrait of a young woman with long dark hair, wearing glasses, a blue dress, and a brooch. She is smiling and has her hand on her hip.

ODOZI UKUCHUKWU LISA

CUSTOMER ONBOARDING MANAGEMENT OFFICER

Tell us what motivated you to attend Sterling Career Day

I was at that stage of life where I was actively and intentionally doing things to grow and searching for organizations that encourage growth. Looking at Sterling bank and all they do and stand for, I was sure it was one of the perfect options for where to build my career.

Describe your Sterling experience so far.

So far my experience has been nothing short of amazing. I can remember coming in and not being so certain if I will get to experience “A great place to work” ...lol...but with coming onboard I can attest that it's truly a great place to work. Firstly the onboarding process was wonderful, the onboarding team were also on their toes to attend to us. Then resuming fully in my team was equally exciting, my group head, supervisors and all other team members were also so friendly and welcoming. I have had the opportunity to work with very intelligent and accommodating people, I feel that my voice is heard and my input is taken into consideration. The environment is professional but fun at the same time.

What advice do you have for aspiring Sterling Humans?

Sterling is a people-oriented company that truly cares for its employees. It's a wonderful and welcoming place to work for young individuals who are ready to learn. Here you will find a mix of extraordinary talents and great ideas. Sterling is a place where you are seen for your uniqueness and your value and you are encouraged to be the best version of yourself. If it is a fast-paced, forward-thinking environment, a place to learn, grow and develop a diverse set of skills is what you are seeking, then look no further. Sterling provides you with all that and more.



TIMOTHY TEMITAYO ABODUNRIN

SCENARIO AND OPERATIONAL LOSS DATA ANALYST

Tell us what motivated you to attend Sterling Career Day

I had previously checked out the bank's website and saw how much Sterling cares for the welfare of her employees as well as its customers. So, when the Career Day event was announced, I saw it as a perfect opportunity to learn more about Sterling...and if luck shines on me (which it did!), I will be shortlisted for the recruitment process.

Describe your Sterling experience so far.

It has been a mind-blowing experience so far. I work with brilliant team members who welcome me with open arms and are eager to support and collaborate. I have great team leaders who are always ready to listen and provide guidance. The work culture is even better than on the inside and I do not feel out of place. I am so grateful I chose Sterling!

What advice do you have for aspiring Sterling Humans?

Sterling is a great place to work. It is not a cliché; it is a reality. At Sterling, you do not have to change yourself instead it allows you to amplify your potential and uniqueness. A work culture that enriches both your life

A professional headshot of Oluwatimilehin Lawal, a young Black woman with long, straight, light brown hair. She is wearing a dark, button-down shirt and blue jeans. She is smiling warmly at the camera.

OLUWATIMILEHIN LAWAL

ORGANIZATIONAL DEVELOPMENT INTERN

What made you decide to apply to Sterling?

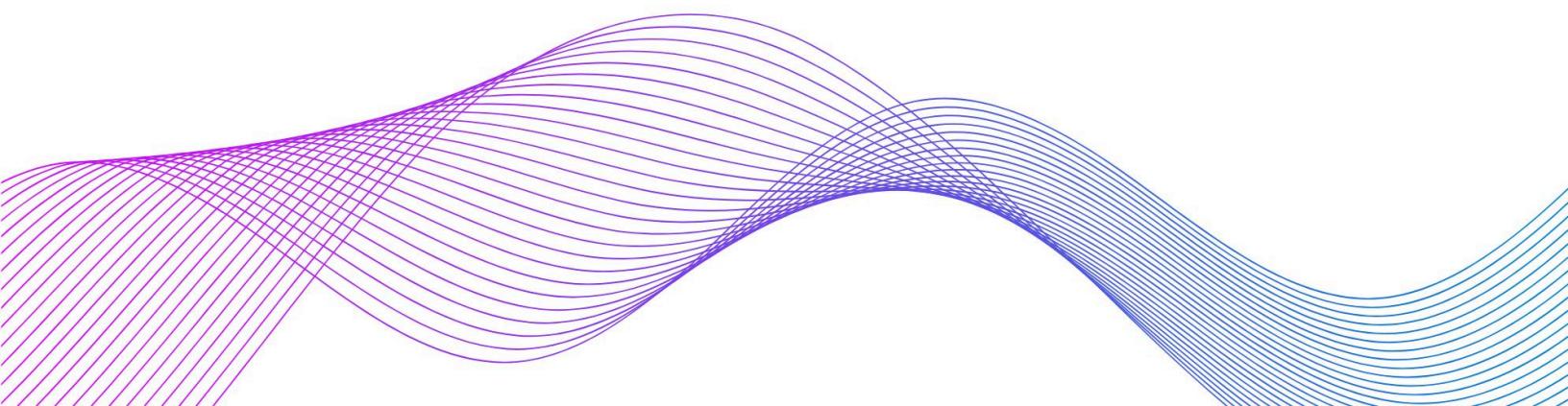
I applied to Sterling not just because I saw an opportunity to enhance and develop my abilities but also because the prospect of working for a forward-thinking organization like Sterling excited me.

How would you describe your Sterling experience?

My Sterling experience was one of a kind. It was a wonderful eye-opener for me as a person, and I learned so much with the assistance of the team I worked in. It is an unforgettable experience that I will forever be grateful for.

Any tips for aspiring interns?

Come with an open mind, be ready to learn and commit to the work.



07

Our Candidate Experience

We are poised to take you on a tremendous journey, even from the start.

sterling.ng/careers



Are you ready for the Sterling Experience?



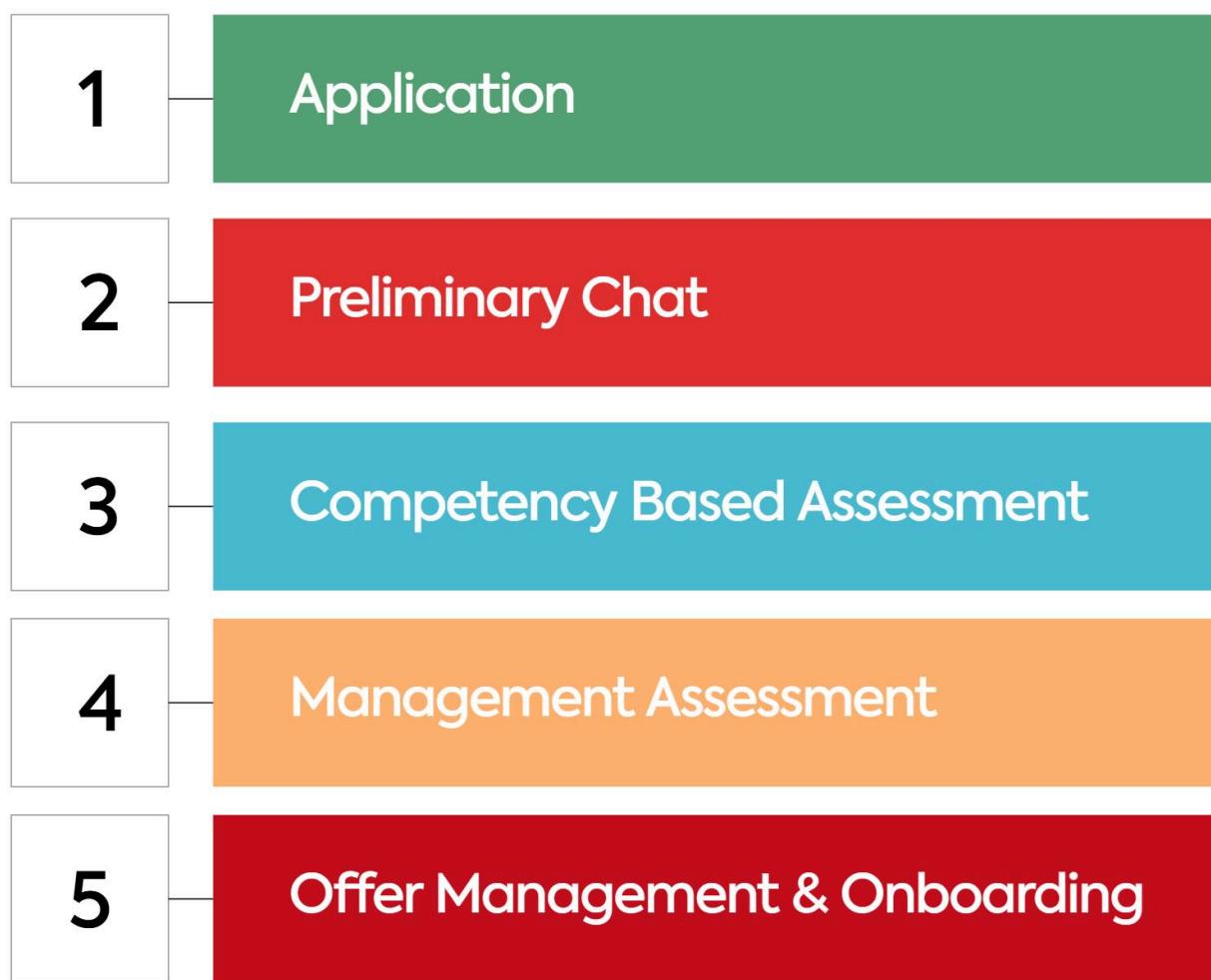
The key to putting in a good performance and securing the job is preparation.

Take a look at our candidate journey to get a feel of what to expect when engaging us.



Our candidate journey

Before you attend a job interview, it's important to find out as much as you can about not only the job, or the company, but also the recruitment process.



Let's take a closer look at the phases of the candidate journey.

Application: The focus is on applying for jobs you are interested in and jobs that match your skill set. We want you to be intentional about your application process.

Throughout the process, **let's see you.** Grab our attention by reflecting your personality in it. That's how you stand out.

Preliminary Chat: this is a virtual short chat for about 30 minutes to get some basic information about your skills & experience and interest in the position.

The more authentic you are, the greater your chances. Above all else, **BE YOURSELF!**

Management Assessment: you'll get to meet our management team or representative. You could also be required to take a Personal Profile Analysis (PPA) test, to better assess your fit for behaviours that we value at Sterling. So, bring your **A-game** on!

Competency Based Assessment: our Competency Based Interview (CBI) is designed to understand how you have used some unique competencies required on the role, to approach tasks/challenges in your previous experiences. This often lasts for 50 minutes.

To answer our CBI questions, give concrete examples of your experiences and skills. We recommend that you utilise the **STAR** technique (The Situation, Task required, Action taken & Result achieved). If you require some time to gather your thoughts, be assured our assessors will be glad to grant you some time.

Offer Management & Onboarding: following the selection stages, we will extend a provisional offer to you subject to medical examination for fitness. Upon acceptance of our offer, our team will engage you - to kickstart **your Sterling journey!**



Our people matter to us and our business and as much as we would like to keep this secret – we really want you here too because we see you making those exceptional moves and taking great strides.

08

Career resources



Career Resources

08



Because we are committed to you, we are always ensuring to provide you with support all the way.

Follow our career and workplace
#TipsAndTricks
[LINKEDIN](#).

**We've made our move,
it's time to make yours.**

Take some time to think about your new future, your needs and your expectations.
If it's to build an exceptional career; **THINK STERLING!**

09

Stay
in touch



09

Questions or feedback?

careers@sterling.ng
sterling.ng/careers

**We are here,
just for you!**

