



PostBank

VACANCY NOTICE

PostBank is a Commercial Bank that is committed to fostering prosperity for Ugandans. The bank is growing and giving opportunity for its employees and the public. PostBank is in need of a competent and achievement driven professional to fill up the below role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: MANAGER BRANCH OPERATIONS (01)

REPORTS TO: CHIEF RETAIL OFFICER

JOB PURPOSE

- The Manager Branch Operations will play a key role in implementing operational rigour frameworks and will ensure the operational stability and risk control across branches.
- Will maintain compliance, control and change operating and service models, ensuring optimal operational levels and standards are achieved with processes clearly defined, understood and maintained across branches.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Responsible for identifying opportunities for operational improvement, analysing and delivering agreed corrective actions and implementing process improvements.
- Responsible for delivering risk framework and controls for compliance, control and change, embedding high standards and managing risks and issues.
- Responsible for initiating, advising on and monitoring all aspects of operational rigour activities, including industry driven legislation, ensuring effective and timely delivery and ongoing operational compliance.
- Responsible for influencing and managing implementation of required change.
- Provide robust communication and feedback to the Head of Distribution Channels and Senior Management.
- Drive focus on self-service electronic channels and initiatives that ensure reduced cost of service and optimal customer convenience
- Put in place the necessary measure to achieve satisfactory audit results in branches.
- Ensure all people management, operational risk management and customer service management processes are adhered to.
- Carry out any other duties as may be duly assigned.

BUSINESS BEHAVIOURS & FINANCIAL RESPONSIBILITY

- Responsible for the Branch Operations rigour Budget.
- Responsible for avoiding any regulatory penalties relating to Branch Operations.
- Ability to build functioning working relationships across organizational, corporate, and cultural boundaries.
- Ability to demonstrate positive image and model PBU's values and leadership behaviours.
- Must be a person of impeccable professional integrity.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- A Business degree in Finance, Commerce, Business Administration, Economics, Statistics, Management or any relevant field.
- Possession of a Certified banking qualification or Master's degree in a relevant field would be an added advantage.
- Relevant Practical training in banking operations is essential.
- A minimum of 5 years' experience, 2 of which must have been in branch operations role.
- Exceptional interpersonal and change management skills with an advanced understanding of the complexities of change
- Being confident in developing and influencing relationships at all levels, with previous experience in managing business critical processes and working in a customer facing environment, where service is paramount.
- Must be result-driven, analytical, and attentive to detail, with critical thinking and problem-solving skills, and the ability to think strategically and logically.
- Ability to translate strategy into achievable performance objectives.
- Effective presentation skills, being articulate and concise in both written and verbal communication, ensuring information is cascaded in a clear and timely manner.
- Sound knowledge of general banking law and practices
- The ability to demonstrate high levels of personal organisation, always delivering on time and planning effectively to deliver against goals. Proactive in providing solutions and contingencies
- Self-analytical and takes accountability of own development

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief Human Resources Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Tuesday 16th July 2024 at 5:00pm**.
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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