



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 (Re-advertised)

REPORTS TO: CHIEF RETAIL OFFICER

JOB PURPOSE

- The Manager Branch Operations will be responsible for implementing operational rigor frameworks to ensure the operational stability and effective risk control across branches.
- The role holder will also 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.
- The role holder will also ensure compliance, maintain control, and adapt operating and service models, ensuring optimal operational levels and standards are achieved, with processes clearly defined, understood, and consistently applied across branches.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Responsible for identifying opportunities for operational improvement, analyzing 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 overseeing all aspects of operational rigor 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 measures 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 managing the Branch Operations rigor 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 behaviour.
- Must be a person of impeccable professional integrity.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- A Bachelor's 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: **Friday 31st January 2025 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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