



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 RECONCILIATION & SUPPORT**

**REPORTS TO: HEAD OF OPERATIONS & SERVICE**

## JOB PURPOSE

- The Manager Reconciliation & Support is responsible for reconciling transactions across the general ledger and overseeing the efficient administration and management of bank records in line with the laid down procedures and guidelines.

## KEY RESPONSIBILITIES /KEY DELIVERABLES

- Responsible for supporting & ensuring timely reconciliation of head office transactions including operational transactions in cash & treasury, payments & trade and channels operations.
- Lead the analysis of the existing reconciliation processes in order to assess the strength of the controls and identify areas for improvement.
- Develop working knowledge of industry practices and standards.
- Assist in training, staff development, performance reviews and disciplinary actions
- Ensure compliance with regulatory requirements relating to reconciliations.
- Establish and review key operational risk indicators/key control standards and implement action plans to minimize the Bank's exposure to fraud and losses.
- Manage the Bank's operational risk exposure by supporting the Business to identify areas of operational risk exposure and by implementing corrective action.
- Ensure unreconciled items are investigated and well reported in a timely manner.
- Proactively research new reconciliation & control methods and solutions with a view of achieving a more streamlined process and/or improved customer experience
- Identify workflow/system improvements and work with supervisor and operations team to enact change.
- Oversee the data verification activities for operations to confirm that all posted transactions have supporting vouchers/documents.
- Foster timely and accurate verification of transaction data and escalate any incidents timely for corrective actions.
- Plan, organize, direct, review, coordinate, and establish controls for records management activities.
- Supervise the reconciliation of Wendi wallet accounts.
- Advise on accounting entries for any new products or enhancements related to both Wendi and bank offerings.
- Train Wendi Partner banks in reconciliation of the Wendi wallet transactions.
- Drive the derisking of branches through centralization of suspense account reconciliation
- Act as the primary focal point for records management and archiving as well as providing guidance to other departments on the management of records & Information
- Conduct regular inspections of all records storage areas to confirm that proper access controls are in place.

- Develop a records storage plan, which includes the short and long-term housing of physical records and electronic information.
- Regular training and development of Records officers/archivists so that they are knowledgeable and kept current about records management.
- Responding to information enquiries in a timely and professional manner
- Monitor service delivery within the unit by reviewing Service reports to detect service failures and confirm that corrective action is taken within agreed timelines
- Set performance targets for staff and monitor performance against these.
- Monitor compliance with the records retention policies and confirm that they are aligned with the requirements in the FIA

## BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, deliver outstanding results and make a positive impact for our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seeking new solutions to enhance customer experience and drive business growth.

## 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 Reconciliation & Support Operations.
- A minimum of 4 years' experience, 2 of which must have been in banking operations, in a Management role.
- Proficient in the use of Microsoft Office Tools.
- Sound knowledge of general banking law and practices including AML, Data privacy and Financial Crimes practices.

## 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 People & Strategy Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Friday 14<sup>th</sup> March 2025 at 5:00pm**.
- Only shortlisted candidates will be contacted.

**PostBank Uganda Ltd is an equal opportunity employer**

Toll free  
0800 217 200

Whatsapp  
+256 707 993 930

Email  
customerservice@postbank.co.ug

[www.postbank.co.ug](http://www.postbank.co.ug)

Download PostApp today  
and enjoy convenient banking



PostBank is regulated by the Bank of Uganda under license No. A1.035. Customer Deposits are protected by the Deposit Protection Fund of Uganda up to UGX 10 million, Terms and Conditions apply.

GrowProsper