

JOB ADVERT

About UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and three (3) global financial centers: London, Paris and New York. UBA has evolved into a Pan-African, provider of banking and related financial services through diverse channels globally. United Bank for Africa Uganda represents UBA's pioneer country activities in the East and Southern African sub-region. With a growing network of branches and ATMs across the country, the bank continues to expand the retail and commercial playing field in Uganda by delivering unique financial products and solutions.

JOB TITLE: HEAD OF OPERATIONS (01)
REPORTS TO: CHIEF OPERATING OFFICER
DEPARTMENT: OPERATIONS
DUTY STATION: HEAD OFFICE

JOB OBJECTIVES

- To manage the back office/support function and all Service Delivery Channels for the provision of excellent, efficient, and cost-effective customer services that align with bank's overall value proposition to the various market segments.
- To implement strong operational risk management process in order to mitigate the Bank's exposure across the branch network.

DUTIES AND RESPONSIBILITIES

- Assist in the formulation of business strategies in line with over all Bank strategy
- Define and communicate all Operations related policies, manuals, guidelines and procedures and champion adherence to both internal and external policies of the Banking industry.
- Design and implement strategies of deposit mobilization to achieve the set annual targets in conjunction with the Business Executives
- Build and monitor the organizational operations skills and capabilities by providing effective leadership to Operations functions including back end and delivery channels; providing operational support to the business and product areas of the bank.
- Manage and control unit expenditures within agreed budgets by identifying wastes, variability, and inflexibility of products/processes and design tools of lean approach to manage the costs; ascertain operational cost saving by Approve transactions within approved limits.
- Manage the ongoing performance improvement of the staff by developing and providing input into career development of direct reports, providing coaching and guidance, tracking individual staff performance to improve productivity through setting realistic goals, continuous performance reviews and reward high performance to create a culture of high performance.
- Drive continuous improvement/ change management by embracing and supporting change for all ad hoc project work or specific initiatives as required by the business.
- Monitor and track trends and best practices in operations processes by identifying and proposing new operations practices and implement new operations practices required by the bank to remain competitive.
- Design a contingency plan detailing the actions required for business continuity for all service centers and operations functions in the event of a disaster.
- Build and maintain functional relationships with both internal and external contacts/stakeholders to business and service efficiency and effectiveness.

JOB REQUIREMENTS

Education:

- A good first degree in any discipline from a reputable University
- Relevant Master's degree and professional qualification in business management /banking /accounting and courses in Strategic management will be an added advantage.

Experience:

- Minimum of 6 years' experience in a bank/financial institution with at least 4 years at senior management level.

SKILL/COMPETENCIES

- Strategically minded individual with excellent communication, analytical and interpersonal skills.
- Thorough comprehension of banking industry controls, compliance and ethical standards
- Good understanding of the operational, credit and regulatory risks in the Banking industry
- Strong and well-defined leadership qualities; visionary, honest & open, personal integrity and role model
- People development & forward planning
- Dynamic and self-driven individual with the ability to work under pressure.
- A passion for performance, team play and achievement in a competitive and dynamic environment
- Good understanding of Customer Services delivery and experience

HOW TO APPLY

All interested staff should send their CV, application letter and copies of academic certificates to **ubaugandahr@ubagroup.com** addressed to;

Head of Human Capital
United Bank for Africa
Plot 2, Jinja Road
Kampala, Uganda.

Deadline for application Monday, 10th January, 2022

