

# JOB ADVERT

## ABOUT UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and four (4) global financial centers: London, Paris, New York and Dubai. 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. The bank is seeking to recruit the following highly motivated, competent, result oriented and dynamic professionals for the following positions;

**JOB TITLE:**

**HEAD OF OPERATIONS**

**REPORTS TO:**

**CHIEF OPERATING OFFICER**

## JOB OBJECTIVE(S)

- To develop and implement an Operational Strategy that facilitates excellent customer service delivery of the subsidiary's banking services
- To facilitate and assist in Trade and Finance product development and knowledge dissemination across the bank
- To ensure that banking operations and service delivery in the country subsidiary is in compliance with group subsidiaries

## DUTIES & RESPONSIBILITIES

- Consistently Develop an Operational Strategy that facilitates excellent customer service delivery of the bank's services in the country subsidiary
- Ensure adequate allocation of personnel and material resources to the units within the operations department for effectiveness in all operations
- Ensure proper documentation for all transactions and authorize transactions within approval limits.
- Ensure policies and procedures for all transactions are in alignment with regulatory practise within the region

- Prepare management reports detailing the country subsidiary's performance and make recommendations to both country and group management as appropriate
- Ensure proper maintenance of documents and records in the country offices
- Ensure business continuity through optimal systems utilization at the Country subsidiaries.
- Implement country office operational strategy (short and long term) in line with targets defined by the group operations division and the subsidiary's business unit plan
- Monitor compliance with performance indicators/ service standards to ensure alignment with business/ customer requirements
- Ensure maintenance of appropriate confidentiality and security of customer and transactional information and safety of the country subsidiary's assets.
- Set and monitor performance against pre-agreed goals and objectives for all units within the operations department in the country subsidiary
- Develop and provide input into career development of direct reports
- Champion the customer service initiatives in the Country office

### KEY PERFORMANCE INDICATORS

- Customer Satisfaction Levels (by number of customer complaints & customer satisfaction surveys)
- Growth in customer base, rise in profitability – reports to management.
- Number of penalties as a result of contravention of regulatory reporting timelines/ guidelines.
- Morale & loyalty levels displayed by all staff including outsourced people.
- High uptimes of systems – logs in business units, real-time monitoring.
- Audit, Ops Risk and Inspection Reports rating of the bank.
- Operational loss level.
- Increased bottom line for the bank.
- Fraud level.

### JOB REQUIREMENTS

#### Education:

- A good University degree in relevant discipline.
- Higher degrees/MBA/Professional certificates desirable

## Experience

- Minimum of 8 years relevant banking experience and a minimum of 5 years in a management position

## KEY COMPETENCY REQUIREMENTS

### Knowledge

- Knowledge of Int'l law, conventions, customs and practices of Banking operations
- Good Knowledge and understanding of banking operations
- Good Products Knowledge
- Good understanding of Customer Services
- Good understanding of the operational, credit and regulatory risks facing the business
- Good Control Sense
- Computer and information technology appreciation
- Good Treasury Operations Knowledge
- Corporate Finance knowledge
- Good Trade products knowledge
- Good knowledge & understanding of banking operations .
- Good International Trade regulatory knowledge
- Good Trade Finance product knowledge
- Good knowledge of International payment systems and conventions

### Skill/Competencies

#### Generic Skills

- Strategic orientation
- Creative and taking initiative
- Entrepreneurship/ taking ownership
- Analytical Skills/ Problem solving
- Interpersonal Skills

#### Supervisory Skills

- General managerial/ administration
- Team building / conflict management
- Leadership/ Coaching/ Influencing/ Supervisory
- Organization/ Coordination skills
- Performance management

## 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 applications is 19th August 2024.**

