



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: HEAD INNOVATION & DIGITIZATION

REPORT TO: CHIEF TECHNOLOGY OFFICER

JOB PURPOSE

- The purpose of this job is to identify digitalization initiatives for business functions and build value proposition for all projects. The role holder will define and review the scope of requirements for IT systems & Business Applications. He/she will develop cross-cutting knowledge of business processes, work with business teams to identify and implement IT initiatives making use of new and emerging technologies to create business value. He/she will work with IT teams to implement plans that will deliver the Bank's overall Digitalization Strategy.

KEY RESPONSIBILITIES /KEY DELIVERABLES

Digitalization Strategy

- Develop, implement, manage and review the Bank's digital strategy in line with organizational values, business objectives and priorities.
- Lead the bank in maximizing the opportunities of digital working cultures by shaping the skills, processes, people and tools we use to deliver the business objectives.
- Create and embed a prioritization approach to develop a roadmap for innovation with the relevant processes, tools and metrics to support business objectives and new growth opportunities.
- Lead a team of software developers and design specialists to deliver digital solutions using a range of techniques to responsively and effectively pilot, where applicable, and successfully implement the software solutions.
- Implement solutions with the needs of the end customer in consideration at all times, ensuring that solutions deliver and enhance their experience.

Innovation Strategy

- Build a well-balanced innovation portfolio and roadmap that drives investment & top line growth.
- Use innovation to differentiate the bank in the market, provide unique value to customers and help build long-term relationships with customers.
- Ensure the bank is successful in taking its innovations to market in a timely and scalable way.

Risk Management and Compliance

- Develop, review and enhance Innovation and Digitization policies and procedures in line with the latest industry and global practices.
- Ensure compliance with Innovation & Digitization policies and procedures, Bank of Uganda regulations, budget parameters, and procedures.

Departmental planning and Management

- Create and support an environment of digital innovation and best practice, ensuring the use of technologies for the benefit of stakeholders and members.

FINANCIAL RESPONSIBILITY

- The role holder will be responsible for managing the Innovation & Digitization Budget.

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 seek new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Degree in Business IT, Computer Science, or a related discipline, or an equivalent combination of education, training, and experience.
- A Master's degree in a business-related or ICT field is an added advantage.
- Specialized training or certification in ICT-related areas e.g., ITIL, CISA.
- Industry-specific training in areas such as risk management and compliance.
- Membership in professional banking bodies is an added advantage.
- Good knowledge and understanding of project management software and tools e.g., Microsoft Project, GitLab etc.
- 10+ years' experience in digitalization, with at least 5 years in innovation and a proven track record of delivering complex projects.
- Experience in designing, implementing, and evaluating organisational digital transformation solutions and leading large-scale change that adds value to the organisation.

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 11th July 2025 at 5:00pm.**

Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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