

10th November 2025

VACANCY ANNOUNCEMENT

POSITION: HEAD OF OPERATIONS

We are seeking a dynamic, visionary, and results-oriented professional to join our team as **Head of Operations** on a 3 years renewable contract. Reporting directly to the Chief Executive Officer, the incumbent will provide strategic leadership and oversight of all SACCO operations across the branch network. The role is key in driving operational excellence, ensuring regulatory compliance, enhancing service efficiency, and facilitating the seamless execution of the SACCO's business strategy.

Key Purpose of the Role

The Head of Operations will lead the planning, coordination, and supervision of all operational functions within the SACCO. The position ensures efficient service delivery, compliance with regulatory and policy frameworks, optimal resource utilization, and enhanced member satisfaction across all branches

Key Responsibilities

- Provide strategic leadership in managing day-to-day SACCO operations including member services, credit, finance, risk management and ensure smooth functioning across all branches.
- Oversee the development, implementation, and review of operational policies, systems, and procedures that enhance efficiency and compliance.
- Ensure adherence to SACCO Societies Regulatory Authority (SASRA) requirements, internal policies, and industry best practices.
- Supervise and evaluate branch performance to ensure consistent service quality and achievement of business targets.
- Lead the implementation of digital transformation initiatives to streamline processes and improve member experience.
- Oversee member services, loan processing, savings, and deposits management to ensure operational accuracy and efficiency.
- Coordinate preparation and management of operational budgets while ensuring cost-effectiveness and prudent resource use.
- Identify, assess, and mitigate operational, financial, and compliance risks through robust internal controls.
- Drive continuous process improvement and innovation to strengthen operational performance.
- Mentor, coach, and develop branch and departmental teams to foster a culture of excellence, accountability, and teamwork.

- Collaborate with the CEO and senior management team on strategic initiatives, business development, and institutional growth.
- Prepare and present operational and performance reports to management and the Board.
- Ensure proper implementation of business continuity and disaster recovery frameworks.
- Perform any other duties as may be assigned by the Chief Executive Officer.

Qualifications and Experience

- Bachelor's degree in Business Administration, Finance, Economics, Operations Management, or a related field.
- Master's degree in a relevant field will be an added advantage.
- Professional qualifications such as CPA, AKIB or Diploma in Cooperative Management will be an added advantage.
- Must be a member of at least one relevant professional body
- Minimum of **seven (7) years** of relevant experience in SACCO or financial institution operations, with at least **three (3) years** at a senior management level.
- Must have experience in FOSA operations
- Proven experience in managing multi-branch operations and driving operational excellence.
- Solid understanding of SACCO regulations, credit management, risk management, and customer service principles.
- Proficiency in core banking systems and digital service platforms.

Key Competencies

- Strategic thinker with excellent leadership and decision-making abilities.
- Strong analytical, organizational, and problem-solving skills.
- Excellent interpersonal and communication skills.
- High integrity, professionalism, and ethical standards.
- Results-driven with the ability to manage multiple priorities and deliver within deadlines.
- Demonstrated ability to lead and motivate teams toward high performance.

Application Procedure

UWS is an Equal Opportunity Employer (EOE) and committed to diversity and gender equality. Interested and qualified candidates are invited to submit their applications including:

- A cover letter detailing their suitability for the position;
- A comprehensive CV with contact details of at least three (3) professional referees; and
- Copies of academic and professional certificates.

Click on the link below and fill out the online application form and submit by **25th November 2025**.



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[LINK](#)

Only shortlisted candidates will be contacted.