

Job Description

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Job Title Job Location Category

Digital Manager Dar es Salaam Digital Banking

Job TypeJob levelIndustryFull TimeHead of DepartmentBanking

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget Max Budget Primary Industry
- Banking: 12 Years

Secondary Industry Primary Category Secondary Category

- Digital Banking: 12 Years -

Certificate Qualification
- Degree

Summary

To accelerate technology function in meeting business goals, maximize the business value from information technology investments, and unleash overarching innovation for the Bank and customers.

Responsibilities

- Formulate/develop digital strategies to drive the next generation of digital banking
- · Lead/coordinate the implementation of key digital initiatives including digital platform migration project
- Plan and implement digital projects to integrate lifestyle and banking appetite with artificial intelligence
- Design effective and efficient digital customer journey to ensure the delivery of excellent customer experience through website/mobile app/web to deliver ambitious growth in digital traffic and usage
- Lead the development and implementation of strategies to enhance Bank's delivery of outstanding quality services and ensuring that customer service guidelines match with bank's policy
- Work closely with a wide range of stakeholders including product owners, technology, compliance and external vendors to construct and deliver quality services in digital channels.
- Develop, Supervise and maintaining marketing strategies to meet agreed banks objectives.
- Conduct researches on the best and evolving market practice to define the most efficient and customer-friendly UI throughout the entire customer journey
- · Interpret digital journey and engagement effectiveness, and identify learning, insights and actions
- Advocate and communicate the global digital vision and strategy to all stakeholders across the business and work;
- Articulate the value of "Digital" and integrate into the business operating model from the perspective of sales revenue, cost savings, and customer experiences
- Maintain an understanding of external competitive digital developments and their impact on our business and innovation strategy;
- Lead innovation projects and establish strategic partnership
- Play a key role in building strategic alliance and business partners for customer acquisitions and cross selling.

Education & Qualifications

- · University degree in Computer Science, Information System, Business administration or other related field,
- At least 5 years' industry experience in similar roles, preferably with a significant track record in managing digital channels
- Excellent technical skills, project management abilities, strong communication skills, and analytical abilities.
- · Strong business acumen, with self-initiation and drive to achieve excellence
- · Open-minded, self-motivated, interpersonal, problem solving skills and strong sense of responsibility

Requirements

- Thorough knowledge of banking products and services
- · Sufficient knowledge and understanding of the market
- Risk management technique
- Banking techniques and operations
- Good presentation and project management skills
- Excellent stakeholder management skills
- Creative approach, with the ability to anticipate challenges and develop innovative solutions

Reporting To

• Chief Executive Officer

Driving Licence

Not Required

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