



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Head of Operations - Uganda	Job Location Kampala	Category -
Job Type Full Time	Job level Head of Department	Industry Fintech
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Fintech: 10 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

Company seeking a proactive and results-driven Head of Operations will be responsible for providing strategic and operational leadership across all operational functions within the device financing business, including onboarding, device distribution, customer servicing, repayments, collections support, and process optimization. The role ensures operational excellence, scalability, compliance, and strong portfolio performance.

Responsibilities

Operational Strategy & Leadership

- Develop and implement operational strategies aligned with the company's growth objectives.
- Oversee end-to-end operations for device financing products, particularly mobile phone financing.
- Define and monitor operational KPIs, SLAs, and performance benchmarks.
- Lead operational scaling as the business expands into new regions or channels.

Process & Performance Management

- Design, standardize, and continuously improve SOPs across operations.
- Ensure efficient turnaround times for onboarding, approvals, activations, and issue resolution.
- Monitor operational risks, losses, and inefficiencies and implement corrective actions.

Dealer & Field Operations Oversight

- Oversee dealer onboarding, compliance, and operational performance.
- Work closely with Sales leadership to ensure smooth dealer operations and customer experience.
- Resolve high-level dealer and customer escalations.

Portfolio Quality & Risk Control

- Collaborate with Credit, Risk, and Collections teams to maintain healthy portfolio quality.
- Monitor early delinquency trends, fraud indicators, and operational losses.
- Ensure responsible operations that balance growth with risk and compliance.

People & Resource Management

- Lead and develop Operations Managers, Supervisors, and teams.
- Set departmental goals, conduct performance reviews, and succession planning.
- Manage operational budgets and resource allocation.

Systems, Technology & Automation

- Oversee core lending systems, dealer management platforms, and CRM tools.
- Partner with Product and IT teams to drive system improvements and automation.
- Ensure data integrity, reporting accuracy, and system controls.

Compliance & Governance

- Ensure full compliance with regulatory requirements, internal policies, and audit standards.
- Lead internal and external audits related to operations.
- Strengthen internal controls and operational governance frameworks.

Reporting & Executive Communication

- Provide regular operational performance reports and insights to executive management and the board.
- Support strategic decision-making with data-driven recommendations.
- Represent Operations in cross-functional and leadership forums.

Key Performance Indicators (KPIs)

- Operational efficiency and scalability
- Portfolio quality and loss ratios
- Dealer operational compliance
- Customer experience metrics
- Cost-to-income ratio (operations)

Education & Qualifications

Bachelor's degree in Business Administration, Operations Management, Finance, or a related field.

- Master's degree (MBA or equivalent) is an added advantage.

Requirements

Minimum 5–10 years' experience in operations, with at least 5 years in device financing, asset financing, or fintech.

- Proven leadership eSkills & Competencies
- Strong strategic and operational leadership
- Excellent stakeholder and executive communication
- Deep understanding of device financing business models
- Data-driven decision-making and risk awareness
- Change management and process optimization expertise

Preferred Experience

- Experience in mobile phone financing or PAYGO device financing.
- Experience in fintech or digital lending companies.
- Strong exposure to East African or emerging markets.
- Experience scaling operations in high-growth environmentsexperience managing large, multi-region operations teams

Reporting To

Country Manager

Driving Licence

Not Required

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