

VACANCY NOTICE

Pearl Bank is a commercial Bank whose purpose is fostering prosperity for Ugandans. Our high impact goals are driving sustainable financial inclusion and stimulating entrepreneurship and service. In line with our continued growth, the Bank is pleased to offer an exciting career opportunity to competent and results-driven employees and members of the public to apply for the vacant role.

POSITION DESCRIPTION

JOB TITLE: MANAGER FINTECH DISTRIBUTION

REPORTS TO: REGIONAL BUSINESS HEAD

JOB PURPOSE

- To lead the development and execution of strategies for the acquisition, onboarding, enablement, and performance management of Super Agents, agents and merchants across the Bank's fintech distribution network.
- The role is responsible for driving the growth, efficiency, and sustainability of the agency network, ensuring delivery of reliable, accessible, and high-quality financial services to both bank and wallet customers.

KEY RESPONSIBILITIES /KEY DELIVERABLES

Strategy & Network Growth

- Develop and execute strategies to expand the super-Agent, merchant, and agent network in line with business targets.
- Identify high-potential markets and drive penetration across assigned regions with key locations.
- Monitor industry trends and competitor activity to inform distribution strategy.

Acquisition & Onboarding

- Oversee super-Agent merchant & agent acquisition campaigns, activations, and partnerships.
- Ensure effective and compliant onboarding processes across the network.
- Drive branding and visibility initiatives to support network growth and uptake.

Training & Capability Building

- Lead training of super-Agent merchants & agents on products, systems, and processes.
- Provide continuous coaching to improve performance and service delivery by agents and merchants.

Performance

- Monitor performance metrics for the network and provide reports regularly to Management (onboarding numbers, activity rates, transaction volumes, revenue, float growth).
- Analyse recruitment campaigns and strategies to measure effectiveness and generate insights to optimize agent and merchant productivity.
- Implement initiatives to improve performance and profitability of the network.

Operations & Service Delivery

- Monitor service quality provided by agents, super agents and merchants to ensure they deliver reliable, high-quality services to customers.
- Plan and oversee the implementation of field payment activities within the region ensuring.
- Oversee resolution of escalated operational and system issues.

Risk, Compliance & Governance

- Ensure adherence to regulatory requirements, KYC standards, and Bank policies in the onboarding and management of agents, super agents and merchants.
- Monitor & curb fraud, operational risks, and non-compliance within the network.
- Implement controls and corrective actions where necessary.

Stakeholder & Relationship Management

- Build and manage relationships with key stakeholders, partners and internal stakeholders.

Team Leadership

- Lead, coach, and develop the team of staff reporting to him/her including supervisors and field staff.
- Set performance targets and drive accountability across the team.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on 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

- Bachelor's degree in a business course or any related course is required.
- A minimum of 5 years' experience in banking sales, fintech or telecom space with at least three years managing a team of salespeople.
- Experience in sales or relationship management is desirable.

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**, Pearl Bank Uganda.
- Send application to **hr@pearlbank.com** with job title as subject.
- Closing Date: **Monday 15th June 2026 at 5:00pm.**
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer