

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: REGIONAL BUSINESS HEAD

REPORTS TO: CHIEF RETAIL OFFICER

JOB PURPOSE

- The role is responsible for leading distribution growth across the assigned cluster through effective management of branch sales teams and the Bank's agency banking ecosystem, including Super Agents and Agents.
- The role drives retail business performance, agency network expansion, customer acquisition, and fintech penetration while ensuring productivity, compliance, and execution of the Bank's retail and distribution strategy

KEY RESPONSIBILITIES /KEY DELIVERABLES

Agency Banking & Fintech Distribution

- Lead expansion, management, and performance of the Bank's Super Agent and Agent network.
- Drive agent acquisition, onboarding, activation, and productivity improvement.
- Ensure strong agent coverage in strategic and underserved markets.
- Grow transaction volumes and adoption of fintech and digital services through the agency channel.

Retail Business Growth & Sales Leadership

- Drive achievement of retail sales and revenue targets across the assigned region.
- Lead and manage branch sales teams to drive acquisition, deposits, lending, and cross-selling.
- Monitor branch sales productivity in line with the set targets and implement performance improvement interventions.
- Drive execution of retail campaigns and regional business initiatives.

Channel Performance & Distribution Effectiveness

- Optimize and monitor performance across branch and agency channels to improve market reach and customer access.
- Develop regional distribution strategies to maximize customer acquisition and wallet share.
- Track and improve productivity, profitability, and service delivery across all distribution channels.

Customer Acquisition & Market Expansion

- Identify market opportunities and lead regional expansion initiatives.
- Drive acquisition of retail customers through branch, agent, and ecosystem partnerships.
- Strengthen the Bank's visibility and penetration within the region.

Risk, Compliance & Governance

- Ensure compliance with Bank policies, KYC/AML, and regulatory requirements across branches and agent networks.
- Proactively monitor operational and fraud risks within agency banking and retail sales activities.
- Ensure service quality and customer complaint resolution.

People/Team Leadership

- Lead branch sales teams and regional agency support teams to deliver business objectives.
- Coach and develop team capability to improve sales effectiveness and customer engagement.
- Drive a high-performance culture through performance tracking and accountability.

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

- A bachelor's degree in a Business course or any related degree.
- A professional certificate / Masters will be an added advantage.
- A minimum of Eight (8) years' experience in sales in banking or a financial institution with a proven track record to deliver results of which five (5) should have been at management level.
- Demonstrated experience in agency banking, branch network management, fintech distribution, digital channels, or retail sales management.
- Proven track record of achieving business growth, customer acquisition, sales, and market expansion targets.
- Experience managing geographically dispersed teams and stakeholders is an added advantage.
- Strong sales leadership and customer experience management capability.

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