



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.

INTERNAL/EXTERNAL ADVERT

POSITION DESCRIPTION

JOB TITLE: SUPERVISOR INTERNAL CONTROL - OPERATIONS

REPORTS TO: MANAGER INTERNAL CONTROL – BRANCH

OPERATIONS

JOB PURPOSE

- The role holder is responsible for maintaining compliance with the bank's internal policy, regulatory framework and maintaining optimal risk control in branches through identification of issues, resolution, escalation and implementation of actions in liaison with branch process owners to close the gaps.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Perform appropriate monitoring activities to ensure effectiveness of the risk controls across branches.
- Ensure that formal planned reviews and surprise spot checks are conducted across branches including preparation of reports to line management.
- Identification of inadequate processes and control lapses and provide line management with the irregularities and proposed recommendations to facilitate process improvement where necessary.
- Ensure that formal root cause analysis for control failures is conducted across branches and appropriate remedial actions are identified and implemented.
- Monitoring and tracking of all branch remedial actions from regulatory review, internal audit, Risk and compliance with a view of minimizing repeat issues and ensuring closure.
- Being agents of the required change in branches.
- Oversee assignment of user rights and authorization limits to branch operations staff to ensure no violations.
- Identify skills, development needs and capability gaps for branch staff and ensure appropriate training programs to drive performance.
- Drive focus on self-service electronic channels to enhance utilization & decongest branches.
- Review and consolidate monthly Risk Control Self Assessments (RCSA) from supervised branches to ensure accurate reporting.
- Regularly and accurately report to line management emerging and material compliance lapses identified that may pose threats to the business.
- Carry out any other duties as may be duly assigned.

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 banking, Commerce, Business administration, Economics, statistics, Management or any related field.
- Possession of a certified banking qualification in a relevant field would be an added advantage.
- A minimum of 4 years' experience in branch operations role.
- Strong knowledge of the bank's policies, procedures and practices.

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: **Wednesday 12th August 2026 at 5:00pm.**
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer