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: HEAD CUSTOMER EXPERIENCE & RETENTION

REPORTS TO: EXECUTIVE DIRECTOR OPERATIONS

JOB PURPOSE

1. The Head of Customer Experience & Retention is accountable for the design, delivery and assurance of a distinguished, seamless and consistent customer experience across the Bank and its digital channels & Wendi ecosystems.

2. The role owns the Bank's service standards, complaints management and service recovery frameworks and the customer loyalty and retention agenda. It is responsible for ensuring that the Bank discharges its consumer protection obligations and for converting customer insight into measurable improvement in satisfaction, retention loyalty and lifetime value.

KEY RESPONSIBILITIES /KEY DELIVERABLES

Customer Experience

- Develop and implement the Bank's Customer Experience strategy, standards, champion a customer centric culture across all customer touchpoints and the Bank.
- Lead the design and continuous improvement of key customer journeys, eliminate customer pain points, service gaps and process friction across branches, Contact Centre, digital channels and Wendi.
- Overseeing the Bank's complaints management, service recovery frameworks to address recurring customer issues and address service root cause failures.
- Drive a seamless customer experience across the Bank's digital and Wendi ecosystem by partnering with Product, Digital, Technology Marketing and Governance teams to improve digital adoption, usability, engagement and retention.

Customer Retention & Loyalty

- Lead the Bank's customer retention agenda by developing and implementing strategies to reduce customer churn, strengthen customer relationships and increase customer lifetime value.
- Drive targeted retention interventions for high-value, at-risk and declining customers through loyalty and engagement initiatives that encourage customers to remain active and deepen their relationship with the Bank.

Customer Insights & Analytics

- Establish strong customer analytics and insights capability through customer feedback, behavioral data and analytics to identify opportunities and inform business decisions.
- Track and report performance of the Bank's customer channels key measures including Net Promoters Score, Customer Satisfaction Scores, retention, churn and customer engagement.

Governance & Performance

- Establish governance, reporting mechanisms and provide management with insights and recommendations on customer experience and retention performance.
- Ensure adherence to regulatory requirements, KYC standards, and Bank policies.

Leadership & Team Management

- Provide strategic leadership and direction to the Customer Experience & Retention team. Drive clarity of purpose by translating the Bank's customer service agenda into clear team objectives, priorities, and measurable outcomes.

.

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 degree in Finance, Business Administration, Economics, marketing, Statistics, Information Science or a relevant field is required.
- Relevant professional certification in Customer Experience, Service Management, Digital Transformation, Data Analytics or related discipline is desirable.
- Postgraduate qualification/MBA is an added advantage.
- A minimum of Eight years' (8) experience in a Banking or Financial services environment with at least 5 years in a managerial role.
- Demonstrated experience leading Customer Experience, Customer Success, Service Excellence, Retention or related functions.
- Experience within financial services, telecommunications, fintech or customer-intensive industry is desirable.
- Experience managing digital customer journeys and/or fintech products is highly 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: **Tuesday 3rd November 2026** at 5:00pm.
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer.