



Position: Head Operations

Location: Windhoek, Namibia

Job grade: D-Lower (Patterson Grading)

Reporting: Chief Operations Officer

About Access Bank Namibia Limited

Access Bank Namibia is a dynamic and customer-focused financial institution dedicated to providing innovative banking solutions and exceptional service. As we continue to expand, we seek a highly motivated and results-driven **Head: Operations** to lead our team and drive growth.

Job Overview

We are looking for a dynamic professional to lead our Retail Operations Coordination team. The role involves overseeing the efficient and smooth operation of all branches, ensuring accurate reporting, policy compliance, and service quality across the network.

Job Specification

- Develop and implement frameworks for monitoring branch operations.
- Ensure policy consistency and timely reporting to relevant departments.
- Analyse branch performance data and recommend improvements.
- Ensure optimal use of branch assets and facilities.
- Standardize service delivery across branches and supervise management of alternate channels (ATM, e-channels).
- Supervise branch inspections and ensure compliance.
- Provide administrative support and ensure career development for direct reports.

Qualifications and Experience

- A bachelor's degree in business administration, Operations or related field.
- Minimum 6-8 years' experience in banking, with a minimum of 3 years branch operations experience.
- Namibian citizen.
- Must be in possession of a valid driver's license.
- Must be self-driven and a self-starter.

Access Bank Namibia Limited is an Equal Opportunity Employer, offering a competitive salary package. The successful candidate will receive a salary commensurate with their qualifications and experience. If you meet these criteria, please submit your application, including a cover letter, resume, and certified copies of academic certificates, to: hrnam@accessbankplc.com on or before November 14, 2025, ensuring the position you are applying for is indicated in the subject line. **Kindly note that only shortlisted candidates will be contacted.**