



## **Head: Operations, Coordination & Analytics**

**Location:** Windhoek, Namibia

**Company:** Access Bank Namibia

**Position:** Head: Operations, Coordination & Analytics

**Job grade:** D2 (Paterson grading)

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.

### **Key Responsibilities:**

- Develop and implement frameworks for monitoring branch operations.
- Ensure policy consistency and timely reporting to relevant departments.
- Analyze 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:**

- 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 Plc (Namibia) 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: [hrrnam@accessbankplc.com](mailto:hrrnam@accessbankplc.com) on or before **31 March 2025**, ensuring the position you are applying for is indicated in the subject line. Kindly note that only shortlisted candidates will be contacted.