



CAREER OPPORTUNITIES AT EQUITY BANK.

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Kenya, Uganda, Tanzania, Rwanda, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently the Bank is seeking additional talent to serve in the role outlined below.

HEAD OF PAYMENTS

Purpose of the job

Job Overview:

The Head of Payment is responsible for overseeing all aspects of the bank's payment systems and services, ensuring the efficient and secure processing of payment transactions. The job holder must prove a deep understanding of payment technologies, regulatory requirements, operational risk management, and strategic growth within the payments space. The job holder will lead teams managing domestic and international payment platforms, wire transfers, card payments, and digital payment solutions.

The Head of Payment position requires the ability to navigate a fast-paced, dynamic environment, where the bank's payment operations are at the forefront of technological advancements and regulatory changes.

Key Duties, Responsibilities and Accountability

1. Strategic Leadership:

- Lead the bank's payment department and develop the strategic direction for payment services to ensure alignment with organizational goals and market demands.
- Define and implement the long-term roadmap for payment infrastructure, including digital payment solutions, mobile wallets, and emerging technologies (e.g., blockchain, AI-driven payments, etc., ...).
- Develop strategies to drive growth in payment volumes, customer satisfaction, and revenue generation.

2. Operational Management:

- Oversee the daily operations of the payments department to ensure smooth and efficient payment processing (both domestic and international).
- Ensure compliance with industry regulations (e.g., SWIFT, KYC/AML, and data privacy laws) and internal policies as well.
- Manage the payment team, ensuring adherence to operational SLAs and providing support and relevant training to the staff.
- Troubleshoot and resolve issues related to payment systems, including investigating and rectifying discrepancies, fraud incidents, and service failures.



3. Innovation & Technology:

- Stay informed about market trends, new technologies, and regulatory changes within the payments space to continuously innovate and improve services.
- Work closely with IT and digital transformation teams to ensure the bank's payment systems remain cutting-edge, efficient, and duly secure.
- Evaluate and introduce new payment technologies, such as contactless payments, blockchain, and other fintech innovations, that enhance the bank's competitive edge.

4. Risk Management & Security:

- Lead initiatives to manage risks related to payment systems, including cybersecurity risks, fraud prevention, and compliance risks.
- Develop and implement risk mitigation strategies to ensure payments are processed securely, reducing fraud and operational losses.
- Monitor and enforce adherence to regulatory standards, compliance and security frameworks.

5. Client & Vendor Relationship Management:

- Cultivate strong relationships with key external partners, such as payment processors, clearinghouses, and payment gateway providers.
- Collaborate with the product and customer experience teams to deliver optimal solutions to bank clients, including both corporate and individual clients.
- Provide expert guidance to key stakeholders (e.g., business leaders, clients) on payment solutions and strategies.

6. Financial & Budget Management:

- Oversee the budget for the payments department, ensuring cost-effective solutions and controlling operational expenses.
- Monitor and provide report on the financial performance of payment services, tracking key metrics like transaction volumes, fee income, and cost per transaction.

7. Regulatory Compliance:

- Ensure compliance with all applicable local and international payment regulations, ensuring the bank remains within legal frameworks.
- Develop and maintain documentation for internal policies and processes related to payments, audit controls, and compliance.

Qualification, Experience, Skills and Attributes

1. Education & Experience:

- 5+ years of experience in the payments or financial services industry, with at least 2 years in a senior leadership role.



- Bachelor's Degree in Finance, Business Administration, Economics, IT or a related field. A Master's degree is a plus.
- Strong background in payment systems, digital banking, or fintech platforms, with knowledge of international payment processing and cross-border transactions.

2. Skills & Knowledge:

- In-depth knowledge of payment processing technologies (SWIFT, card payments, mobile wallets, etc.).
- Expertise in payment regulations, including AML, KYC, and data protection laws.
- Strong understanding of risk management principles in payments and financial services.
- Excellent leadership and team management skills, with a proven ability to drive performance and develop talent.
- Ability to manage multiple complex projects simultaneously and deliver results under pressure.
- Strong communication, negotiation, and interpersonal skills.

3. Personal Attributes:

- Strategic thinker with a hands-on approach to problem-solving.
- Strong business acumen with the ability to make data-driven decisions.
- Innovative mindset with the ability to identify opportunities for growth and efficiency.
- Excellent organizational and multitasking skills.

Work Environment:

- Office-based with some travel expected for client meetings, vendor relationships, or industry events.
- Collaborative Equity work culture with a focus on innovation and customer-centricity.

If you meet the above requirements, we kindly invite you to submit your application quoting the job opportunity you are applying for to the email address below by **04/04/2025**. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: [**jobsrwanda@equitybank.co.rw**](mailto:jobsrwanda@equitybank.co.rw)

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.