

CAREER OPPORTUNITY AT EQUITY BANK

Equity Bank South Sudan is a wholly owned subsidiary of Equity Group Holdings Plc, which also has banking subsidiaries in Kenya, Rwanda, Uganda, Tanzania, and the DRC, and a commercial representative office in Ethiopia. It has other subsidiaries in investment banking, insurance, telecom, fintech, and social impact investments. Equity Group is home to over 22.4 million customers. Currently, the Bank is seeking additional talent to serve in the role outlined below.

HEAD OF OPERATIONS

ROLE PROFILE

The Head of Operations will provide strategic leadership and oversight of all operational functions within the bank, ensuring efficient service delivery, compliance with regulatory requirements, operational risk management, and alignment with the bank's strategic objectives. The role ensures operational excellence, cost efficiency, and customer satisfaction across all branches and support units.

KEY RESPONSIBILITIES

- Develop and implement operational strategies aligned with the bank's overall business objectives.
- Drive operational efficiency and digital transformation initiatives.
- Oversee day-to-day operations across all branches and support units.
- Ensure smooth functioning of clearing, cash management, and payment systems.
- Enforce adherence to operational policies, procedures, and regulatory requirements.
- Implement operational risk management framework and monitor compliance.
- Maintain high service standards and efficient operational turnaround time.
- Monitor and improve operational service level agreements (SLAs) to enhance customer satisfaction.
- Manage operational budgets and optimize costs.
- Allocate resources effectively for operational projects and initiatives.
- Lead and monitor the operations team to achieve performance targets.

- Foster a culture of accountability and continuous improvement.
- Collaborate with internal department (Risk, Compliance, Finance, IT) for seamless operations.
- Liaise with external stakeholders such as regulators, vendors, and auditors.
- Identify areas for process optimization and automation.

TECHNICAL AND PROFESSIONAL QUALIFICATIONS

- Bachelor's degree in Business Administration, Banking & Finance, or a related field (Master's degree will be an added advantage).
- Professional certifications such as CPA or Project Management (PMP).
- Minimum of 7 years' experience in banking operations, with at least 5 years in a senior leadership role.
- Risk management and compliance expertise.
- Data analysis and operational performance monitoring.

SKILLS AND ATTRIBUTES

- Strong knowledge of banking operations, clearing systems, and payment platforms.
- Experience in core banking systems and digital banking technologies.
- Strong leadership and people management skills.
- Strategic thinking and decision-making.
- Excellent communication and stakeholder management.

If you meet the above requirements, please send your application to the email: ssjobsinternal@equitybank.co.ke or deliver a hard copy to Equity South Sudan Head Office at Hai Cinema, Addis Ababa Road, Juba, addressed to the Head of Human Resource. Attach your application letter, a detailed curriculum vitae, copies of your academic & professional certificates and contact information for at least three referees, as well as a South Sudan address by **1st June 2026**.

Only shortlisted candidates will be contacted.

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

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Equity Bank South Sudan is regulated by the Bank of South Sudan.

