



JOB ROLE: DIGITAL PRODUCTS MANAGER

Reports to: Manager – CDO

Department: IT and CDO Department

Level: Manager

Summary of Responsibilities:

- The incumbent is responsible for Digital products management, understands client needs and behaviors, identifies solutions and services to meet needs, brings new channels to market and drives adoption and utilization.
- He\She is responsible for overall channel management activities focusing on developing channel strategy and its roadmap, owning high-level requirements, negotiating and facilitating priorities among key stakeholders. This position serves as a leader in partnership with Marketing, Business, Service excellence, Operations, IT, Compliance, Legal and others to ensure that we effectively attract the right clients, providing the right value proposition, to grow key market segments

Scope of Duties:

- Responsible for Digital banking products project management & development
- Keeping abreast to FinTech applications, proposing new Digital channel features and ensuring system and documentation readiness
- Keeping abreast of market and regulatory changes, timely executing due diligence and other risk based diligence as required for the Digital channels
- Working closely with Product development and coverage teams to meet clients' and market needs
- Work closely with the 3rd party vendors (Aggregators, Digital agencies etc) as we aim to scale our Digital Channels.
- Propose and deploy new Digital banking solutions, programs and campaigns, which are disruptive and highly effective.
- Regular tracking, monitoring, analyzing and reporting of overall Digital products performance to identify opportunities to drive up Digital income.

- Develop and manage Digital products roadmaps
- Develop pricing and positioning strategies for Digital products
- Engage closely with Risk and Compliance teams to assure digital products meet the required security and regulatory requirements
- Actively participate with product development and architectural teams to define digital product requirements, specifications and acceptance testing criteria
- Customer experience – understand how the customer perceives their banking experience via defined channel set. Identify and improve areas of channel service that provide less than desirable or deficient service. Recommend and implement solutions to improve.
- Associate education/knowledge – work with training and front lines to ensure understanding and support for usage in the various defined channels
- Accountable for identifying digital revenue growth areas and implementing solutions for potential revenue growth and/or cost savings opportunities.
- Work closely with Business Intelligence area as well as proactively monitor publicly available information (i.e., internet) to ensure that we are receiving the relevant and up-to-date information for research/benchmarking necessary to stay on the forefront with our offerings and services both competitively and from a regulatory perspective. Periodically benchmark performance against other financial institutions

Technical Know How:

- Thorough knowledge of banking products, digital products and services
- Strong knowledge of ICT infrastructure and tools
- Strong knowledge of Business Intelligence
- Sufficient knowledge and understanding of the market
- Risk management technique
- Banking techniques and operations
- Strong persuasion and communication skills;
- Good presentation and project management skills
- Excellent stakeholder management skills
- Creative approach, with the ability to anticipate challenges and develop innovative solutions

Professional skills & Experience:

- Degree holder in Business, Information Technology or related discipline preferable
- At least 5 years' hands-on experience in digital banking, products development or project management
- Strong team player with a can-do spirit and positive attitude
- Commercial mindset and result-driven
- Flexible, Creative and innovative
- Excellent stake holder, negotiation and project management skills working internally within the business, product owners and external agency/vendors/partners
- Strong technical understanding of Digital banking products

Submission:

All the applicants should submit their application letter, CV and Certificates not later than 11th March 2024 to email: hr@boatanzania.com

OR

THE HUMAN RESOURCES DEPARTMENT

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DAR ES SALAAM

TANZANIA

NOTE: We shall communicate to only successful candidates who will meet all the requirements above.