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Position: CHIEF OPERATIONS OFFICER (COO)

Duty Station: Head Office-Masindi, Uganda

ENCOT Microfinance is looking for an experienced Chief Operations Officer (COO) to oversee the organization's ongoing operations and procedures. The COO is the company's second-in-command and responsible for the day-to-day efficiency of business. The COO is a key member of the senior management team, reporting to the Chief Executive Officer (CEO). The incumbent works to maintain control of diverse business operations, and is expected to be an experienced and efficient leader. To this effect the job holder must have in-depth/broad microfinance experience, excellent people skills, business acumen, and exemplary work ethics. The goal of the COO position is to secure the functionality of business to drive extensive and sustainable growth.

Major areas of accountability:

- a) As a key member of the Executive team, work in partnership with the CEO and ENCOT Executive team to lead and drive the development of short and long term strategic initiatives as well as execution of those initiatives.
- b) Develop service and operational practices and standards that create competitive advantage that distinguishes ENCOT as a leader in its field. Measure effectiveness and efficiency of operational processes both internally and externally and identify ways to improve processes across ENCOT.
- c) Develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives.
- d) Function as a Customer Experience Strategist through relationship building, structuring programs, and handling customer project escalations as well as customer issues as they relate to service delivery. Identify friction points, or potential friction points, for customers from onboarding, throughout the service terms, and look to eliminate those friction points.
- e) Regularly work with all department heads to build critical business relationships.
- f) Retain, evaluate and develop talent; including offering development opportunities for new roles as well as special projects. In partnership with Human Capital Management, create succession and developmental plans and successfully execute on those plans.
- g) Empower the operations team with the leadership and resources needed to successfully complete operational initiatives; identifying and enabling opportunities for relationship growth.
- h) Oversee portfolio management activities, ensuring appropriate collection disciplines are in place to manage losses within expectations, compliance with all relevant regulations, collateral verification investment in order to balance risk mitigation with cost, oversight of significant problem account situations, and ongoing review of portfolio performance.

Minimum Qualifications:

- a) Bachelor's degree in Accounting, Finance or in related field or equivalent work experience; MBA or advanced education preferred.
- b) 7 - 12 years' experience in strategic planning and execution with experience in a senior financial or operational management role, partnering with executive staff.
- c) A strategic thinker, a game-changer, capable of building new networks, reframing stereotype problems to get new solutions, change old attitudes and mindsets, influence the team towards achieving performance, capable of balancing, speed, rigor, quality, and agility.
- d) A strategic leader who fosters open dialogue, builds trust, and engage key stakeholders, and staff.
- e) Pays attention to details with ability to balance a breadth of experience and knowledge while managing strategically.
- f) Strong background and prior experience in organizational development, personnel management, budget and resource development.
- g) Excellent people skills, with an ability to partner with the leadership team.
- h) Excellent negotiation and communication skills.
- i) Possess personal qualities of integrity, credibility, and commitment to ENCOT's mission and vision.
- j) Proven ability to influence and lead at all levels of the organization, specifically through a matrix environment.
- k) Flexible and able to multitask; work within an ambiguous, fast-moving environment while driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- l) Proficiency in MS Office suite, good understanding of IT and its role in modern management.
- m) Able to travel as required.

Preferred Qualifications:

- a) Prior experience/exposure at management level or related role in a commercial banking or busy microfinance institution is highly desirable.
- b) Knowledge of contemporary microfinance product(s) structure and loan management systems.
- c) Knowledge and focus on developing digital channels or other related services to increase social impact is highly desirable.
- d) Vast knowledge and understanding of the Microfinance industry in a rapidly growing microfinance business.

ENCOT provides a comprehensive care policy for its staff members. The above position carries attractive remuneration which includes but is not limited to a Pension plan and an excellent GPA and medical cover/scheme.

Qualified and interested candidates should submit their applications in PDF (Cover Letter, CV, and Copies of relevant academic documents) by email to hr@encot.org or deliver hard copies to the following address by 5:00pm **Friday 11TH JANUARY 2019**.

Head of Human Resources
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www.encot.org

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