

# JOB ADVERT

## About UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and four (4) global financial centers: London, Paris, New York and Dubai. UBA has evolved into a Pan-African, provider of banking and related financial services through diverse channels globally.

United Bank for Africa Uganda represents UBA's pioneer country activities in the East and Southern African sub-region. With a growing network of branches and ATMs across the country, the bank continues to expand the retail and commercial playing field in Uganda by delivering unique financial products and solutions. The bank is seeking to recruit the following highly motivated, competent, result oriented and dynamic professionals for the following positions;

|                              |   |
|------------------------------|---|
| <b>JOB TITLE:</b>            | <b>TEAM LEAD CUSTOMER EXPERIENCE (CX)</b>             |
| <b>DEPARTMENT:</b>           | <b>MARKETING &amp; CORPORATE COMMUNICATIONS</b>       |
| <b>FUNCTIONALLY REPORTS:</b> | <b>HEAD, MARKETING &amp; CORPORATE COMMUNICATIONS</b> |

## JOB OBJECTIVE(S)

- To drive the adoption and implementation of the banks' CX strategy/initiative within the country of supervision, which is both locally owned and led, but centered on the delivery of the group's customer experience vision, having a robust accountability framework. This role is accountable for pulling together and reporting on all CX projects and driving continuous improvement of all initiatives that impact on Customer Experience in the country of supervision

## MAIN OUTPUTS AND RESPONSIBILITIES

- Drive the various CX improvement initiatives and ensure compliance with Customer Experience standards as defined by Group Office.
- Identify Customer Experience innovations for ROA and ensure implementation.
- Monitor and track process efficiency and provide customer experience reports on country performance across defined metrics.
- Manage the customer feedback management process and ensure implementation of recommendations.
- Enforcing Enterprise SLA's and sanctions management and advocate for "Customer 1st" in every consideration of business and service delivery.
- Champion opportunities to consistently Improve the UBA customer experience and Test new strategies for driving customer value optimization.

- Identify Customer Experience failures across people, process and technology and drive service initiatives to implement process improvement.
- Champion the development of Customer Journey mapping and implementation across all touchpoints.
- Continuously improve experience across all customer touch points and ensure business policy is updated to accommodate any changes.

## KEY PERFORMANCE INDICATORS

- 100% execution of CX functions.
- 100% execution on adhoc assignments.
- Generate process change and drive the improvement of processes and metrics for better customer experience.
- Develop and deliver innovative strategies that will structure an improved Customer Experience of the future that meets the bank's CX objectives.
- Maintain High Customer Satisfaction Rating.
- Top 3 in KPMG BICSS Customer satisfaction index in country of supervision.

## JOB REQUIREMENTS

### Education:

- Bachelor's degree in any discipline.
- Professional Certifications in relevant fields.

### Experience:

- Minimum of five (5) years' work experience.
- Insight orientated understanding of complex data trends and using these to inform CX improvement & innovation.

## HOW TO APPLY

All interested staff should send their CV, application letter and copies of academic certificates to **ubaugandahr@ubagroup.com** addressed to;

**Head of Human Capital**  
**United Bank for Africa**  
**Plot 2, Jinja Road**  
**Kampala, Uganda.**

**Deadline for applications is 10th June 2024.**

