



## Job Description

Functional Title	Manager Digital Transformations	Grade	OG-I to VP
Division	Digital Banking	Function	DBD
Location	Head Office	Job Type	Permanent
Reporting (Direct)	Chief Digital Officer	Reporting (Dotted)	-

### Position Summary:

A Digital Transformation Manager in banking drives strategic changes, developing and implementing digital strategies for better customer experience, efficiency, and new revenue streams by overseeing projects, managing tech/vendor teams, analyzing data, and ensuring compliance, requiring strong leadership, project management (Agile/PMP), and business acumen to integrate new platforms like mobile banking, AI, and process automation while managing cultural shifts.

### Key Responsibilities:

- Digital Strategy & Innovation Define and execute the bank’s digital vision and multi-year transformation roadmap, integrating emerging technologies such as AI, cloud computing, and digital payments to drive business growth and customer experience.
- Program & Project Leadership Lead end-to-end delivery of complex digital initiatives, including mobile and internet banking platforms, payment gateways, and automation programs, using Agile and hybrid delivery models. Ensure projects are delivered on time, within budget, and to quality standards.
- Stakeholder & Risk Management Collaborate with IT, business units, operations, compliance, and risk teams to define objectives, manage delivery risks, and ensure regulatory adherence (KYC, AML, data privacy). Drive executive alignment and cross-functional ownership.
- Process Optimization & Customer Experience Identify opportunities for process re-engineering, automation, and digitization to improve efficiency, reduce costs, and enhance end-to-end customer journeys.
- Vendor, Partner & Team Management Manage internal digital teams and external technology partners, including contract negotiation, performance management, and technical delivery oversight.





## Job Description

- Change Management & Adoption Lead organizational change initiatives, including communication, training, and stakeholder engagement, to ensure successful adoption of new digital platforms and ways of working.
- Performance Management & ROI Define and track digital KPIs, measure benefits realization, and maximize return on digital investments while maintaining strong governance and compliance controls.

Position Specification(s):

Minimum Qualification	Minimum Bachelors preferably Master
Experience	8-10 years in relevant Experience
Competencies Required:	Proficient with Microsoft Office,

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Employee Name & Signature

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Date:

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Dept. / Div. Head (Sign & Stamp)

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Date:

