

### The Company:

Our client is a well-established and reputable financial services institution operating within Namibia. The organisation is committed to operational excellence, customer-centricity, digital transformation, and sustainable growth within a regulated environment.

## VACANCY: CHIEF OPERATIONS OFFICER

### Primary Purpose of the Position:

The Chief Operations Officer (COO) will play a lead role in the country business's day-to-day operations, providing strategic direction and leadership to achieve its strategic and customer-centric goals.

### Key Performance Areas:

- **Strategic and Operational Leadership:** Provide leadership in executing the country's operational strategy, translating business objectives into measurable plans across Operations, Technology and Business Transformation.
- **Operational Governance and Risk Management:** Act as custodian of operational policies and controls, driving compliance, effective risk management and implementation of Board-approved frameworks.
- **Customer Experience and Service Excellence:** Drive customer-centric service delivery, positioning operations to respond proactively to evolving customer needs.
- **Business Transformation and Continuous Improvement:** Champion operational excellence and digital transformation to enhance efficiency and performance.
- **Operational Oversight:** Oversee, Payment Operations, Technology, facilities and operational functions, optimising cost efficiency, budget performance and promoting high levels of employee engagement.

### Minimum Requirements:

- A Bachelor's Degree (NQF Level 7) in Business Administration, Banking, or an equivalent qualification.
- A Master of Business Administration (MBA) from a recognised institution will be an added advantage.

### Experience Required:

- At least ten (10) years' experience in the financial and/or banking services industry, of which five (5) years must have been at senior management level.
- Demonstrated experience in leading and managing complex transformation initiatives towards a "retail bank-lite" operating model.
- Proven track record of strategic, performance-driven leadership, with the ability to translate vision into practical and measurable execution plans.

## Key Competencies:

- Strong knowledge of operational best practices, standardised processes and regulatory compliance within the financial services environment.
- Technical proficiency in technology, asset liability management and Board-level reporting.
- Strong understanding of IT security and cyber risk management, including regulatory expectations, controls, and incident/crisis management.
- Strong understanding of core banking operations.
- Strong analytical and innovative thinking capability.
- Strategic leadership and performance-driven decision-making ability.
- Ability to communicate a compelling vision and advance collaboration across diverse and geographically dispersed teams.
- Strong stakeholder engagement and influencing skills across executive and operational levels.

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## VACANCY: MANAGER PRODUCT PERFORMANCE AND ANALYTICS

### Primary Purpose of the Position:

The Manager: Product Performance and Analytics will coordinate and drive the execution of product feature updates and pricing changes within the local market, driving optimal product performance, commercial optimisation and market competitiveness.

### Key Performance Areas:

- **Product Operations and Launch Management:** Coordinate product feature updates, execute product launches and manage go-to-market activities, maintaining governance compliance and timely delivery of cross-functional initiatives.
- **Product Performance and Analytics:** Monitor and analyse product performance and customer satisfaction metrics, prepare management reports, track KPIs and profitability, and identify trends, risks and growth opportunities.
- **Market Research and Pricing Optimisation:** Conduct market and competitor analysis to inform product positioning, pricing decisions and identification of new market opportunities.
- **Compliance and Data Governance:** Oversee product compliance monitoring, support audits and ensure integrity, confidentiality and regulatory alignment of product-related data.

### Minimum Requirements:

- A Bachelor's Degree (NQF Level 7) in Business Administration, Economics, Marketing or Communications.

### Experience Required:

- A minimum of five (5) years' proven experience in product management.
- Experience in a product management and/or product development role within a forward-thinking technology-driven organisation.

## Key Competencies:

- Strong knowledge of digital product development and strategy, with sound understanding of banking digitisation trends.
- Sound understanding of retail and corporate banking customers and applicable financial sector regulations, including mobile payments and data protection.
- Strong analytical capability to interpret performance data and identify trends, risks and commercial opportunities.
- Experience in product strategy and go-to-market execution within a technology-driven environment.
- Creative and conceptual thinking ability to develop innovative solutions that drive business growth.
- Excellent organisational, communication and interpersonal skills, with the ability to present proposals, collaborate cross-functionally and drive product performance.

## Application Procedure:

- A cover letter, providing a detailed motivation for the position, signed by the applicant.
- An updated detailed curriculum vitae, including at **least two** professional references (including the name, position, organisation, email address, and contact number of the reference).
- Certified copies of the highest academic qualifications attained.
- Foreign qualifications must be evaluated by the Namibian Qualification Authority (NQA) and proof of evaluation of qualification should be attached.
- A Certificate of Conduct from the Namibian Police, not older than six (6) months, must be submitted.
- Certified copies of Identity Documents and all other supporting documents.
- Preference will be given to Namibian citizens.
- Vetting will be conducted on all shortlisted candidates.

Scan this code or click the link below to access on-line applications via the recruitment portal. <https://foresight.visions.com.na/>

**Only on-line applications via Visions Foresight will be accepted. No emailed- or manual applications will be accepted.**



In terms of the Affirmative Action (Employment) Act 29 of 1998, people from designated groups and persons with disabilities who meet the prescribed advertised requirements are encouraged to apply.

**Only shortlisted candidates will be contacted. Kindly note that submitted documents will not be returned to applicants.**

**Kindly note:** For any technical or application-related support regarding the Foresight online platform, the Visions Helpdesk is available during workdays, **Monday to Friday during office hours (08:00 – 17:00)**. For assistance, please contact us at [recruitment@visions.com.na](mailto:recruitment@visions.com.na)

**CLOSING DATE:      FRIDAY, 20 MARCH 2026 AT 16:00 P.M.**

Any queries should be directed in writing to **Dr Rudi Koekemoer** [rudi@visions.com.na](mailto:rudi@visions.com.na)