



Career at ASA International

ASA MICROFINANCE (U) LTD

Job Title: Head of Banking Operations
Reports To: Chief Commercial Officer
Grade: WL 3

Who We Are

ASA International Uganda Limited is a subsidiary of ASA International Group plc ('ASA International'). ASA International is one of the world's largest international microfinance institutions offering socially responsible financial services to low-income, primarily female entrepreneurs across Asia and Africa.

ASA International owns and operates microfinance institutions, including deposit-taking microfinance banks, in India, Pakistan, The Philippines, Sri Lanka, Nigeria, Ghana, Tanzania, Uganda, Kenya, Rwanda, Myanmar, Zambia, and Sierra Leone and has its head offices in Amsterdam and Dhaka.

ASA International is listed on the London Stock Exchange as a premium listed company.

Increasing financial inclusion and promoting the social and economic development of our clients and their communities is at the heart of ASA International's mission.

Job Purpose

The Head of Banking Operations is responsible for providing strategic leadership and oversight of all distribution channels to ensure robust internal controls, operational excellence, regulatory compliance, and sustainable business growth. The role is accountable for driving deposit mobilisation, revenue performance, and a strong control environment while safeguarding the institution's assets and reputation.

Key Deliverables & Responsibilities

1. Control (Operational & Financial Control)

- Establish and enforce effective internal control framework across all distribution channels to safeguard cash, assets, and customer transactions.
- Ensure Compliance with internal policies and Bank of Uganda regulations.
- Oversee transaction processing, reconciliations, and cash management standards.
- Drive accountability and discipline in handling cash, vaults, and financial instruments.
- Proactively identify control gaps and implement corrective and preventive actions.

- Promote a strong control environment with zero tolerance for fraud, losses, and policy breaches.

2. Audit & Compliance (Internal, External & Regulatory)

- Deliver satisfactory outcomes across internal, external, and regulatory audits. Ensure audit readiness through adherence of policies and documentation standards.
- Track and close audit findings and recommendations.
- Partner with Audit, Risk and Compliance teams to strengthen governance frameworks.
- Embed a culture of compliance, accountability and audit readiness across the organization.

3. Business Growth & Performance (Including Deposits & Banking Products)

- Drive achievement of business targets, including deposit, loan growth and revenue generation.
- Develop and execute distribution strategies to expand outreach and market share.
- Lead initiatives to increase low-cost deposits (CASA), customer acquisition, and product penetration.
- Champion cross-selling and upselling of banking products and services.
- Monitor performance across channels and implement corrective actions to address gaps.

Ensure sustainable growth while maintaining portfolio quality and risk standards

4. Operations & Service Delivery

- Oversee end-to-end operations across Branches, agents and digital channels.
- Ensure consistent efficiency adherence to SOPs, service standards and operational efficiency.
- Improve turnaround times and customer experience.
- Lead process optimization and digitization initiatives.
- Establish performance dashboards and provide regular management reporting.

5. Leadership & People Management

- Lead and develop Regional Managers and operations teams.
- Build a high-performance, accountable and customer-centric culture.
- Drive performance management, capability development and succession planning.
- Ensure effective workforce planning and talent pipeline development.
- Collaboration cross-functions (Credit, Risk, Finance, HR, IT) to deliver business objectives.

Requirements and Qualifications

Education

- Bachelor's degree in Business Administration, Finance, Banking, Economics, or a related field.
- MBA or relevant Master's degree preferred. Professional qualifications such as (CPA, ACCA, CFA, Certified Banker) are an added advantage.

Experience

- Minimum of 8 years' experience in banking operations, with at least 5 years in a senior leadership role.
- Proven track record in:
 - Business growth (deposits, loans, and revenue)
 - Branch operations and service delivery
 - Internal controls and audit management
- Experience within the Ugandan banking or microfinance sector is highly desirable.

Skills and Competencies

- Strong leadership and team management capability.
- Commercial acumen, particularly in deposit mobilisation and customer growth.
- Strategic thinking a results-drive approach.
- Solid understanding of banking operations, risk, and control frameworks.
- Strong stakeholder management and communication skills.
- High level of integrity, accountability, and sound decision-making ability.
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If you feel you are the right match for the above-mentioned position, please apply with a cover letter along with up-to-date resume and cover letter to recruitment@asauganda.com

Please include "Head of Banking Operations" in the subject line of the email.

Only shortlisted candidates will be contacted for further evaluation:

Application Deadline: 22nd May 2026.

Please Note: due to a number of applications that we receive; only shortlisted candidates will be contacted.

We stand for diversity and inclusion. Therefore, we warmly encourage everyone to apply, regardless of gender, background, ethnicity, age, religion, etc.