



FINANCE TRUST BANK

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November, 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully-fledged commercial bank serving a clientele of over 500,000 depositors and over 37,000 borrowers, through a network of 35 branches country wide. The bank offers a variety of Products and services including; Savings, Current accounts, Loans, Money transfer services and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth.

In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result oriented professionals to fill the following position;

1. Research and Product Development Officer 1 Position

The position reports directly to Manager Product Development & Research (MPDR)

Role of the Job:

Responsible for identifying new opportunities for developing new marketable products and services from concept to distribution. This is in order to meet customers' needs and invigorate FTB's current market share resulting in business growth.

Key Result Areas:

1. Offer strategic and thought leadership in the Bank's Product development strategy.
2. Identify opportunities for new revenue and cost reduction within the product stream for current and future considerations.
3. Support the MPDR in conducting research and evaluate market trends, legal/regulatory climate, competitive products for enhancements. Identify new product offerings and present findings and recommendations to Product Development Committee.
4. Support the coordination of stakeholders in the product development cycle – from research, to ideation, to business case development, to prototyping, to testing, to launch, to commercialization
5. Present new ideas to Product Development Committee to receive bank consensus for developing the product lines. Prepare all product papers for approval.
6. Prepare and validate commercial and go-to-market plans before implementation to confirm all key enablers can support the initiative and that the expected impact from the product is realistically derived.
7. Prepare monthly product performance reports and offer analytics around the banks products and services.
8. Be the center of reference for the Bank's product pricing performing tasks relating to presenting Tariff reviews to PDC for consideration, ensuring change requests related to the reviewed tariffs are implemented in the CBS in a timely manner and perform a revenue assurance function.

9. Create the customer journey maps for each product delivery and make recommendations for improvements within internal processes or service point optimization
10. Handle Reporting requirements to key stakeholders including regulator, development partners and Board related to products, running projects and/or Surveys

2. Minimum educational and technical competence requirements

- Bachelor's degree in business administration, economics, statistics, mathematics, or relevant sciences
- A minimum of 5 years within the custom market research industry
- 1 to 3 years of banking industry/sector experience
- Knowledge of new financial products, services and delivery channels.
- Exceptional written and oral communication abilities
- Strong quantitative, aptitude and analytical skills with experience in statistical modeling and analysis
- Proficient with MS Office suite (Word, Excel, PowerPoint, Project and Visio) and data analysis using SPSS, STATA and EPI INFO

Applications:

Suitably qualified candidates should address their application to Head, Human Resource, Finance Trust Bank, TWED PLAZA, Plot 22B, Lumumba avenue , Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic testimonials, and a CV. The CV should include telephone contacts and email addresses of three referees, one of who should be the most recent employer.

Closing date for submission of the applications is **31st July, 2024**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 or 0414 341275 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.