

## CHIEF OPERATIONS OFFICER



## JOB OVERVIEW

The Chief Operations Officer (COO) ensure efficient, compliant, and technology-driven operations across AB Rwanda, enabling sustainable growth, strong performance, and an enhanced customer experience.



## KEY RESPONSIBILITIES

## STRATEGIC AND OPERATIONAL LEADERSHIP

- Provide overall leadership and direction for all operational functions including IT Division, Payment Division, Administration, and Marketing.
- Ensure effective implementation of AB Rwanda's Strategic Business Plan and annual operational plans.
- Translate strategic objectives into clear operational targets for Head Office departments and branches

## SUPERVISION AND DEVELOPMENT OF THE IT DIVISION AND DIGITAL OPERATIONS

- Provide strategic direction and supervision to the IT Division to ensure reliable, secure, and efficient IT systems across AB Rwanda
- Ensure proper management of the Core Banking System, payment platforms (RIPPS, SWIFT, digital channels), and all IT infrastructure.
- Lead digital transformation initiatives including automation of processes, digital financial services, and improvement of system efficiency.
- Ensure strong cybersecurity practices, data protection, and system continuity (backup, disaster recovery, and business continuity planning).

## COMPLIANCE, RISK MANAGEMENT, AND INTERNAL CONTROLS

- Ensure full compliance with the laws and regulations governing microfinance institutions in Rwanda.
- Oversee the implementation of strong internal control systems across operations and IT.
- Ensure strict compliance with AML/CFT and Know-Your-Customer (KYC) requirements.

## OPERATIONAL EFFICIENCY, PAYMENT OPERATIONS, AND PRODUCT IMPLEMENTATION

- Ensure smooth and efficient day-to-day operations across Head Office and branches.
- Oversee national and international payment operations including RIPPS, SWIFT, and correspondent banking transactions.
- Ensure proper reconciliation of payment transactions and accuracy of operational processes.
- Lead the operational implementation of new financial products and services.

## MARKETING SUPERVISION

- Supervise the Marketing function to ensure effective promotion of AB Rwanda's products and services.
- Ensure alignment between marketing strategies and AB Rwanda's business growth objectives.
- Ensure that marketing activities support client acquisition, product awareness, and brand development

## CHIEF OPERATIONS OFFICER

### PERFORMANCE MANAGEMENT AND INSTITUTIONAL DEVELOPMENT

- Ensure effective performance management systems for all operational departments.
- Supervise and develop department heads and operational staff
- Ensure staff are trained on new systems, procedures, and digital tools.
- Promote a performance-driven, client-focused, and technology-oriented culture within AB Rwanda.
- Contribute actively to the overall management of AB Rwanda as a member of the Executive Management Team



### REQUIREMENTS

#### EDUCATION & EXPERIENCE

- Bachelor's degree (MBA / Banking / IT Management / Finance) or related field (Having a master degree is an added advantage)
- Minimum 8-10 years of experience in banking or microfinance
- Minimum 5 years in senior management or operations leadership role
- Strong background in Information Technology and digital banking systems

#### SKILLS & COMPETENCIES

- Very good understanding of core banking systems, payment platforms, and digital financial services
- Strong knowledge of BNR regulations and compliance requirements
- Proven experience in managing IT teams or leading digital transformation projects
- Fluent in English (written and spoken)
- Strong leadership, strategic thinking, and decision-making skills
- Excellent communication and stakeholder management skills
- High level of integrity and professionalism



### APPLICATION

Application link & QR Code

[Click here](#)

Submission date

16th May 2026



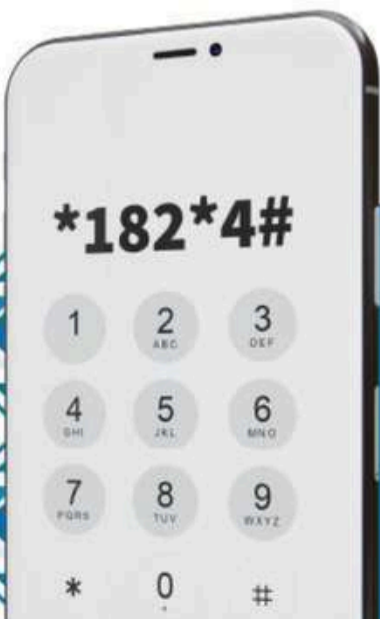
**Sector** Financial



**Location** Kigali - Rwanda



**PWD highly encouraged to apply**



AB Rwanda

**KORESHA SERIVISI  
Z'IKORANABUHANGA ZA  
AB RWANDA MAZE URUHUKE  
INGENDO ZA BURI MUNSI**

\*182\*4# : Kubitsa cyangwa

