

**EXTERNAL RECRUITMENT ADVERTISEMENT OF VACANT POST TO THE POSITION OF  
DIGITAL TRANSFORMATION AND INNOVATION MANAGER**

**UMUTANGUHA Finance Company (UFC) Plc**, a company duly registered in the office of the Registrar General under company code number 101310843, licensed by National Bank of Rwanda to operate as Micro Finance Institution in Rwanda headquartered in Kigali, Opposite Nyamirambo Stadium, House # 177, KN2 Avenue, P.O Box 2998 Kigali, Tel 0788387730, email: [info@ufinance.co.rw](mailto:info@ufinance.co.rw) is recruiting self-motivated, creative, persuasive individuals with excellent communication and sales skills to fill the positions of Digital Transformation and Innovation Manager.

**A. JOB SUMMARY**

The Digital Transformation and Innovation Manager will use broad and comprehensive experience, skills, and knowledge to lead and manage all activities related to the development and implementation of innovative digital financial services and digital transformation projects. He/she will report hierarchically to the General Management and work directly with the group and field project teams to successfully implement and launch digital financial services through innovative distribution channels. On one hand, the position requires strong project management skills to plan, pilot, implement and launch according to budget, resources and timeline. On the other hand, the position requires extensive technical skills and experience to successfully operate innovative distribution channels and collaborate with Fintech, Mobile Network Operators (MNOs) and other technology and business partners.

**B. MAIN RESPONSIBILITIES**

The main responsibilities assigned to the Digital Transformation Manager and Innovation are as follows:

**Assist Finafrica group's Digital Transformation Director:**

- In the development and execution of the digital transformation strategy and the deployment of the annual digital product roadmap at UFC.
- In the development of product specification documents, project plans, business plans, procedures and any other documents required for the implementation and of digital transformation and innovation projects.



### **Project management and development of digital products at subsidiary level:**

- Leads the project team to develop alternative channels for UFC to deliver digital financial services at scale. This will involve partnership development, contract writing, project road mapping, dedicating appropriate resources, monitoring, and evaluation, and assessing, managing, and resolving risks and issues related to DFS projects.
- Ensures that the technical integration and developments are aligned with the business requirements and results in a seamless customer mobile interface and user-friendly operations. Works closely with the technology partners to identify and rectify issues and further improvements.
- Manages the project team for piloting and implementing digital products and services and ensures ongoing improvement based on customer-client research.
- Provides implementing support to train and direct the operations teams to deliver on providing digital financial services.

### **Innovation**

- Identify and understand market needs and trends to offer and maintain an innovative and competitive digital financial products and services offer.
- Monitor the commercial and technical performance of digital products and services as well as digital channels to suggest areas for optimization and improvement.

### **Activities**

- Development of products and services to take advantages of existing / emerging payment opportunities.
- Develop e-business risk management strategy and integrate into the enterprise management framework.
- Liaise with all Business units for product marketing, channels, and other technology-enable products.
- Reduce transaction costs via innovation products and multiple service channels to decongest banking halls.
- Create strategic e-business alliances/partnership on to grow the bank's market share in its chosen niche.
- Define and document-Product Papers, Standard operating Procedures (SOPs), SLAs and Risk management Frameworks for all e-Business Products.



- Work with other support units in HR, Risk Management, Product development, Finance, operations, and others to maximize Products' ROI/ROA.
- Prepare the department annual budget for consolidation and incorporation into the business units Budget.
- Joint marketing calls with other business units.
- Perform other duties as may be assigned by the Chief Executive Officer or the Commercial Director.

## C. REQUIRED QUALIFICATIONS

### Knowledge, Skills, and Abilities

- Experience in working with IT, MIS and telecom platforms. Experience in integrating multiple systems is a plus. Candidate preferably has a background in digital channel design and the development of financial services. A certification in project management (PMP®, Prince 2®, Agile PM®, etc.) would be a plus.
- Proven experience in IT project management with a track record of achievement under a range of challenging situations.
- Strong leadership abilities. Must be able to lead and inspire inter-departmental and multicultural teams to ensure the full buy-in and understanding of projects. Must be able to balance the role as a leader and ensure a human approach to communicating with staff and stakeholders.
- Strong problem-solving abilities. Must be able to solve complex problems of strategic importance in a timely manner.
- Strategic mindset and a good understanding of innovative technologies and transformative business models and their effect on the banking industry in developing countries.
- Fluent in Kinyarwanda with professional written and verbal communication skills in English and French.
- Excellent level of knowledge of the Ms-office pack (Excel, Word, Power Point, Ms Project, etc...).

### Education and Experience

- At least 5 years of relevant professional experience.
- Technology management and/or business process engineering expertise.
- Bachelor's degree in information technology, project management, telecommunications, or business process engineering preferred.



**Application documents:**

- Application letter
- Curriculum vitae
- Copy of ID/Passport
- Studies documents (copies of Certificates, academic transcripts, degree, etc)
- Training and experience documents
- A list of three references and their contacts

**Note:** All documents should be scanned in one document and be electronically submitted to: [ufc.recruitment@ufinance.co.rw](mailto:ufc.recruitment@ufinance.co.rw) (Please mention the position you are applying for in the email subject).

**The deadline for receiving applications is 23<sup>rd</sup> December 2025 at 5:00 PM**

**NB:**

- ✓ Only short-listed candidates will be contacted

Done at Kigali, 12<sup>th</sup> December 2025.



UFC  
P.O.Box: 2998 KIGALI  
Code: 101310843  
HEAD OFFICE

**Mr. Noel MUHAWENIMANA**  
Chief Executive Officer