

JOB PROFILE

Position Title:	Senior Manager, Mobile Banking
Available position/s:	1
Division:	Retail Banking
Department:	Channels & Partnerships
Location:	Head Office
Job Reference No:	NBK/RET/03/2026

Position Scope:

The role holder shall be responsible for development, growth and optimization of the Bank's Mobile Banking platform, driving digital adoption, customer engagement, revenue growth, innovation, operational excellence while ensuring security, reliability, regulatory compliance and superior customer experience.

Key Responsibilities:

- Develop and implement end-to-end strategy, business growth, reliability, and compliance of the bank's mobile banking channel
- Drive customer acquisition, activation, engagement, and digital revenue, while ensuring the channel remains stable, secure, compliant, and aligned with the bank's growth priorities.
- Lead end-to-end product development, implementation of new features and core journeys based on customer feedback and analytics.
- Drive customer acquisition, activation, usage, engagement, and monetization across mobile banking platforms.
- Define and drive strategy for digital account onboarding on mobile banking channel.
- Work closely with Contact Centre to reduce digital complaints, map pain points, and improve customer experience on the mobile banking channel.
- Relationship management of vendors, USSD aggregators, API integrators, security vendors, and scheme partners.
- Review, analyze and manage the customer portfolio including instituting initiatives in line with the strategy for customer acquisition, retention and cross sell.
- Formulate and manage the administration of fee structure and cost management initiatives that maximize revenue generation and minimize cost and revenue leakage.
- Ensure strict adherence to Operational Risk Policies & external compliance requirements to minimize risk of financial and reputational loss from non-compliance to internal and external regulations.

Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in a Business-related field from a recognized University.
- Master's degree in a Business-related field from a recognized University is an added advantage.
- Digital banking / fintech certification is an added advantage.
- Project Management (PMP, Prince2, Agile) is an added advantage.
- Eight (8) years' work experience in banking, fintech, or digital financial services with at least five (5) years in a leadership role.
- Strategic leadership and execution
- Digital innovation and transformation
- Strong analytical and commercial acumen
- Demonstrated Leadership capacity and ability to operate at Senior Management Level
- Strong analytical & financial management skills
- Excellent stakeholder engagement and negotiations skills
- Customer Centric mindset.
- Sound knowledge of Banking statutory requirements
- Integrity and courage to challenge the actions within the division and the status quo
- Risk, compliance and governance awareness.
- Excellent communication skills.

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Tuesday, 10th February 2026**
- Indicate Name of Job on email subject.
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.