EXCITING CAREER OPPORTUNITY

Job Title

Head Customer Experience



Housing Finance Bank

Housing Finance Bank is a Commercial Bank and the leading provider of housing finance solutions with a vision to be the preferred consumer and business bank with a focus on housing finance. To attain its strategic objectives efficiently and effectively, Housing Finance Bank is seeking to hire qualified, versatile, and self-driven individual to fill one vacant position in its establishment below.

Head Customer Experience

Department: Customer Experience

Reports To: Chief Operations Officer (COO)

Job Grade: HFB 7B

Direct Reports:

Direct - Manager, Customer Experience

Indirect
- Supervisor, Contact Centre
- Supervisor, Branch Quality Assurance
- Supervisor, Internal Service Quality Assurance
- Supervisor, Customer Service
- Officer, Contact Centre
- Customer Service Officer/Supervisor - Branch

Interacts/Interfaces with:

Direct
- Executive Committee (EXCO)
- Heads of Department
- Retail and Branch Network Staff

Indirect
- Customers
- Bank of Uganda
- Customer Experience Consultants and Service Providers
- Technology and CRM Vendors

Job Purpose:

Provide strategic leadership in the development andimplementation of the Bank's customer experience strategy, driving service excellence and consistent adherence to service standards across all customer touchpoints, in order to strengthen customer loyalty and retention, support revenue growth and protect the Bank's reputation.

Key Result Areas

Customer Experience Strategy and Culture

- Develop, implement and periodically review the Bank's customer experience strategy in alignment with the corporate strategy.
- Champion a customer-centric service culture across the Bank, ensuring customer outcomes are embedded in business decisions.
- Shape a seamless digital and omnichannel experience across branch, Contact Centre, mobile app, USSD, internet and agency banking channels, in partnership with Digital Banking and IT.

Service Standards and SLA Governance

- Establish and enforce Bank-wide customer service standards, ensuring consistent application across all customer touchpoints and clear accountability for closing service gaps.
- Own the service level agreement (SLA) framework, monitoring performance, escalating breaches and driving corrective action.
- Direct semi-annual internal service surveys to measure the Internal Service Index and ensure implementation of agreed improvement actions.

Complaints Management, Conduct and Regulatory Compliance

- Ensure customer complaints are recorded, tracked, escalated and resolved within agreed SLAs and regulatory timelines.
- Analyse complaints trends and drive root-cause resolution with relevant business units to prevent recurrence.
- Ensure accurate and timely submission of complaints regulatory returns in line with Bank of Uganda consumer protection requirements.
- Promote fair treatment of customers, including fair sales practices and the appropriate handling of vulnerable customers.
- Ensure customer data and call recordings are handled in compliance with the Data Protection and Privacy Act, 2019.
- Drive closure of customer experience-related audit and compliance findings within agreed timelines.

Customer Insight and Voice of the Customer

- Establish and run a Voice of the Customer programme, including customer journey mapping, to identify and remove pain points.
- Commission annual external customer satisfaction surveys and track closure of identified service gaps.
- Lead industry benchmarking and competitor analysis, translating insights into practical service improvements.

Contact Centre Leadership

- Direct the Contact Centre's sales and service delivery to meet customer needs and achieve agreed service and sales targets.
- Maintain a robust quality assurance framework for monitoring customer interactions and addressing quality gaps.
- Safeguard Contact Centre business continuity by maintaining resilience arrangements that are periodically tested.

Service Capability and Process Improvement

- Spearhead the simplification and automation of customer experience processes to improve efficiency and effectiveness.
- Champion regular customer service training across the Bank, in partnership with People & Culture, to strengthen service competencies.

People Leadership and Performance Reporting

- Lead, motivate and develop the Customer Experience team, setting clear objectives, coaching regularly and managing performance.
- Present accurate weekly and monthly customer experience reports to the COO and EXCO, highlighting performance, emerging risks and corrective actions.
- The jobholder may be required to perform other reasonable duties consistent with the role, as assigned.

Key Performance Indicators:

- Net Promoter Score (NPS)
- Customer Satisfaction Score (CSAT)
- Percentage of complaints resolved within SLA and regulatory timelines
- First-contact resolution rate
- Internal Service Index
- Achievement of Contact Centre sales targets
- Percentage of audit and compliance findings closed within agreed timelines
- Timely and accurate submission of regulatory returns

Financial Responsibility:

Accountable for managing the Customer Experience Department's operating expenditure (OPEX) and capital expenditure (CAPEX) budgets within approval limits set out in the Bank's Delegation of Authority.

Person Specifications

Education & Training

Qualifications

- Bachelor's degree in Business Administration, Marketing, Social Sciences or a related field.
- A Master's degree in Business Administration (MBA), Marketing, Customer Experience Management or a related field will be an added advantage.
- Professional certification such as Certified Customer Experience Professional (CCXP), COPC contact centre certification, or a banking qualification will be an added advantage.

Skills & Experience

Leadership and Change Management

- Strong strategic leadership and team management skills.
- Proven ability to lead and manage change.

Communication and Stakeholder Management

- Excellent communication, influencing and negotiation skills.
- Effective stakeholder engagement and relationship management.
- High-quality executive report writing and presentation skills.

Analytical, Technical and Regulatory

- Strong analytical, problem-solving and decision-making skills.
- Proficiency in customer experience analytics and CRM tools.
- Sound knowledge of consumer protection and data protection requirements.

Business Behaviours

Customer Focus and Integrity

- Puts the customer first, ensuring customer outcomes guide ever decision.
- Acts with integrity, adheres to policies and regulations, and escalates ethical concerns without delay.
- Embodies HFB's core values and protects the Bank's reputation.

Accountability and Judgement

- Owns departmental results and builds a culture of accountability across the team.
- Applies sound judgement to make timely, well-considered decisions, including in uncertain situations.
- Works autonomously, with a high level of self-direction.

Initiative and Collaboration

- Takes the initiative to identify and drive improvements.
- Builds strategic networks and works across functions to achieve shared objectives.
- Sets clear priorities and deploys departmental resources efficiently.

Interested candidates should submit their applications with a recent CV, copies of all academic transcripts, certificates and testimonials, daytime telephone contact, postal and email address and three competent referees not later than **Tuesday 17th November 2026** by **5:00pm to:**

Chief People & Culture Officer
Housing Finance Bank,
Investment House
4 Wampewo Avenue, Kololo

Please note that all applications must be submitted via the link address below

https://forms.cloud.microsoft/r/zMfisZX0cS

DO NOT HAND YOUR APPLICATION

Please note ONLY shortlisted candidates will be contacted, and any form of canvassing will lead to automatic disqualification.

Guidelines for submitting Documents.

1.Ensure that all your documents are scanned and submitted in 1 single batch using the following order:

- Application letter
- Curriculum Vitae (CV)
- Academic Documents and Certificates

2.The maximum document size is 10 MB.

3.Please indicate the name of the position you are applying for in the subject.

Housing Finance Bank is regulated by Bank of Uganda. Customer deposits are protected by the Deposits Protection Fund up to UGX 10 million, Terms and Conditions apply.