



## **VACANCY ANNOUNCEMENT**

Position Title: Operational and Digital Transformation Consultant

Location: Nairobi, Kenya

Contract Type: Individual Consultant

Languages Required: English; French is an added advantage

Expected Start Date: Immediate

Contract Duration: 6–12 months (Renewable)

### **Job Purpose**

The Operational and Digital Transformation Consultant will lead key initiatives aimed at enhancing business process efficiency and implementing digital solutions. The role involves reengineering processes, deploying innovative technologies, and automating systems to meet evolving business needs.

The ideal candidate will have a strong IT background in banking or investment operations, with extensive experience in project management, system implementation, and business analysis.

### **Key Responsibilities**

#### **Operational Efficiency & Process Improvement**

- Conduct reviews to identify inefficiencies and propose improvements.
- Design and reengineer processes for better service delivery and cost reduction.
- Develop technical and functional specifications for ICT implementation.
- Lead business analysis for small to large-scale projects.
- Monitor operational KPIs and SLAs.
- Promote continuous improvement culture.

#### **Digital Transformation Implementation**

- Support execution of the digital transformation roadmap.
- Collaborate with IT and business units to adopt digital platforms and systems.
- Install and configure hardware, operating systems, and applications.
- Drive automation, data analytics, and digital workflows.

- Lead the implementation of emerging technologies (e.g., AI, cloud computing).

#### **Project Management & Change Leadership**

- Develop and manage project plans, budgets, and timelines.
- Lead stakeholder engagement and change management.
- Report regularly on project status to the Head of ICT.

#### **Innovation & Emerging Technology Integration**

- Research fintech trends and advise on relevant technologies.
- Recommend solutions like RPA, blockchain, machine learning, etc.

#### **Security & Compliance**

- Implement cybersecurity measures.
- Ensure compliance with data protection regulations.
- Contribute to broader digital strategy and business plans.

### **Competencies**

#### **Qualifications**

- Bachelor's degree in Computer Science, IT, Information Systems, or a related field.
- Minimum of 5 years' experience in IT, digital transformation, or operations (preferably in banking or financial services).
- Project Management certification (e.g., PMP, PRINCE2) or BPM is a plus.

#### **Technical Experience**

- Strong background in business process analysis and mapping.
- Familiarity with tools like MS Visio, ARIS, Lucid.
- Experience with ERP, credit management, and document management systems.
- Knowledge of lean/six sigma or similar methodologies is an advantage.

#### **Skills**

- Analytical thinking and problem-solving.
- Understanding of banking operations.
- Proficiency in digital and data platforms.
- Strong communication and interpersonal abilities.
- Change management experience.

#### **Remuneration**

The consultant will be compensated on a milestone-based fee structure.

#### **Application Process**

Interested candidates should send:

- A motivation letter detailing their suitability for the role.
- A comprehensive CV.

Email to: [hr@shelterafrique.org](mailto:hr@shelterafrique.org)

Subject line: [Operational and Digital Transformation Consultant]

Deadline: 28<sup>th</sup> May 2025

Only shortlisted candidates will be contacted.