



OUR CLIENT

Our client is a leading financial services provider and one of Africa's fastest financial technology companies providing credit in the form of loans to those who need them most. The firm rapidly offers accessible and affordable unsecured loans with rigorous affordability criteria to prevent unmanageable debt. Our clients' customers are mainly small businesses and entrepreneurs who use our credit to grow their businesses and provide for the unforeseen.

ROLE PROFILE

The Chief Product Officer (CPO) is a leadership role responsible for developing and managing the company's product portfolio, ensuring alignment with overall business strategy, operations, and technology advancements. The CPO will serve as the link between software, engineering, operations, and strategy teams to establish a clear and inspiring product vision and strategy. The role involves leading the complete rebuilding of the core financial lending platform, managing product development cycles, and implementing efficient processes to enhance product development transparency and effectiveness.

Division	Product Management
Job Title	Chief Product Officer
Reports to	Chief Executive Officer
Location	Nairobi, Kenya
Compensation	Attractive

Job Description

Responsibilities and Accountabilities

- i. Act as the liaison between the engineering, data, operations and strategy teams to continuously adapt a clear and inspiring technology product vision and strategy.
- ii. Support and inform the overall technology vision and strategy together with the Board, CEO and CTO
- iii. Determine overall product roadmap to achieve the product vision in alignment with team priorities and industry technology trends
- iv. Support the end-to-end evolution of the company's core financial lending platform, identifying approaches, requirement definitions, architectural prototyping, technical build planning, and transition planning to manage the evolution of optimal processes, features and capabilities.
- v. Actively manage product development backlogs for existing platforms, prioritize new development requests alongside long-term product roadmap activities to plan development cycles

- vi. Support business teams to define new product features following human-centered design methodologies; document process flow diagrams, wireframes, and functional and technical requirements to allow for successful tech team development
- vii. Implement and oversee processes to make product development cycles more efficient and transparent for both IT and Operations / Strategy teams
- viii. Identify test plans for newly developed product features; organize and oversee user acceptance testing for final feature development signoff
- ix. Define the release process and schedule to bring newly developed product features to market
- x. Develop and implement product change management and communications plans that close the communications gap between business and IT teams while garnering awareness, understanding, and support of the technology product and development efforts within the organization
- xi. Support the development of technology product-related marketing and/or business development materials as needed

Qualification / Experience

- Degree in Finance, Business Administration, Computer Science or a relevant field
- At least five years of proven Product Management experience working at the intersection of technology and operations to bring new products to market for multinational organizations; at least three years of product management experience for multinational organizations within East Africa desired
- At least five years of experience leading multinational technology development teams across North America, Africa, and Asia, with proven success managing and integrating remote team members with on the ground development teams
- At least three years of experience managing financial lending platform development from conception to implementation within East Africa; direct experience with leading telco mobile money and SMS platform integration necessary
- Experience successfully executing a full end-to-end platform of a major financial services or e-commerce platform that used a Services Oriented Architecture (SOA) or Microservices
- Knowledge of human-centred design methodologies and experience implementing them within East Africa across a variety of technical product modalities (USSD, SMS, mobile smart applications, web applications, desktop platforms, etc)
- Experience leading software development projects directly executive-level sponsors, and proven success liaising and communicating technology needs and updates to multinational executive leadership teams
- Experience developing organization-level digital strategies and business cases for technology investment

- At least five years of experience developing and successfully implementing organizational change management and communications strategies for major new technology products, processes, and features within organizations, to increase the likelihood of successful adoption by business teams
- At least five years of experience designing and leading business training programs around new products and features developed
- At least three years of experience leading technology product-related business development and marketing activities within East Africa, with a demonstrated ability to raise funding for technology project when required
- Experience managing technology multinational software consultants, including the understanding of contracting, invoicing, and deliverable management mechanisms
- Strong market orientation, entrepreneurial and innovative thinker
- Proven ability to work independently, delivering high-quality end products
- Previous successful experience mentoring and building capacity of staff
- High proficiency in PowerPoint and Excel; experience using software development and business work planning tools like Jira and Wrike
- Verbal and written fluency in English
- Ability to perform multiple tasks simultaneously, employing effective time management and organizational skills
- Ability to work independently and as a team to meet deadlines, goals and objectives
- Passion for learning new technologies and programming languages
- Resourcefulness and troubleshooting aptitude
- Excellent critical thinking skills

Relationships

- CEO: Direct line manager, who will offer ongoing support and supervision, as well as the conduit to the Management Board
- CTO: Liaise with CTO to establish timelines, product roadmap and design
- Subordinates/Direct Reports; Determine work priorities; schedule work assignments; select, orient, train, evaluate work performance and recommend associated personnel action; provide staff with clear and concise written guidelines.
- External Stakeholders; Manage and maintain these strategic alliances

To indicate your interest, please e-mail your updated resume with the position title as the “Subject” to research@talentstonefinance.com