

JOB PROFILE

Position Title:	Team Leader, Customer Experience Delivery
Available position/s:	1
Division:	Operations
Department:	Customer Experience
Location:	Head Office
Reporting to:	Head, Customer Experience
Job Reference No:	NBK/OPS/03/2026

Position Scope:

This position is responsible for leading the Experience Design Unit and CX improvement initiatives using human-centered, design thinking methodologies. Focus on holistic, omni-channel experience design from concept to production.

Key Responsibilities:

- Collaborate with stakeholders to ensure the customer experience process integrates with day-to-day tasks, decisions and implementations.
- Work with stakeholders to incorporate customer experience requirements into application, product, channels, touch point designs.
- Monitor adherence to the defined customer journeys.
- Responsible for the creation of the best user experience across various CX platforms, products and touchpoints in the bank.
- Collaborate with product owners to achieve product-market fit and provide customer insight during product development.
- Use data and knowledge of customer expectations to review CX and UX across the various service delivery channels.
- Co-design and implement the user experience across the various touchpoints.
- Benchmark the Bank's CX, UI, UX performance against peers and key performance indicators (KPIs) targets to identify improvement opportunities.
- Design, map and oversee implementation of Customer Journeys.

Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in a business-related field from a recognized University.
- Master's degree will be an added advantage.



- Minimum of 4 year's related experience in journey mapping, lifecycle management, 1 year experience in a Bank/Financial Institution, Tech environment.
- Strong customer relationship development and management skills.
- Proven quality and service quality management capability.
- Solid understanding of business processes and service delivery operations.
- Effective negotiation, problem-solving and conflict-resolution skills.
- Excellent verbal and written communication abilities.
- Creative, innovative and solution-oriented mindset.
- Strong presentation and stakeholder engagement skills.
- Ability to manage multiple tasks and priorities effectively.
- High standard of professional telephone etiquette.
- Superior product and service knowledge.
- Demonstrated leadership and supervisory experience.
- Teambuilding and conflict-management skills.
- Excellent organizational and coordination abilities.
- Sound general management and administrative skills.
- High level of initiative and accountability.
- Strong analytical and structured problem-solving skills.
- Effective self-management and organizational skills.
- Excellent interpersonal and relationship-building skills.
- Knowledge and application of Total Quality Management principles.

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Wednesday 22nd April 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.