

JOB PROFILE

Position Title:	Team Leader, Customer Experience Design
Available position/s:	1
Division:	Operations
Department:	Customer Experience
Location:	Head Office
Reporting to:	Head, Customer Experience
Job Reference No:	NBK/OPS/02/2026

Position Scope:

This position is responsible for creating visualizations of customer processes. Audit customer journeys, identify areas of improvement, propose new journeys and collaborate with stakeholders on implementation.

Key Responsibilities:

- Play an active role in the creative process to develop the blueprints for compelling customer experience working with a wide multidisciplinary stakeholder team.
- Collaborate with stakeholders on total experience, creation and implementation across all touch points of our customers' journeys.
- Work in both consultative and productive capacities directly with stakeholders to overcome challenges from a user-centric perspective.
- Be the voice of the customer based on insights.
- Design & develop compelling experiences for customers throughout their multi-channel journeys, both new and continuous improvement in collaboration with product owners.
- Document the customer experience through journey & service mapping, personas, wireframes & information architecture.
- Recommend new ideas and innovations to grow and improve our relationship with current customers, based on best practices.
- Use data and knowledge of customer expectations to review CX and UX across the various service delivery channels.
- Benchmark the Bank's CX, UI, UX performance against peers and key performance indicators (KPIs) targets to identify improvement opportunities.



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.
- Demonstrated advanced capability in end-to-end customer journey mapping and omni-channel experience design, with the ability to align customer journeys to business processes, risk controls, and regulatory requirements within a banking environment.
- Customer-obsessed and empathetic practitioner who applies human-centred design principles to solve complex service, process, and experience challenges across digital and physical banking channels.
- Strong analytical and creative capability, enabling the synthesis of customer insights, operational data, and market trends into actionable experience improvement initiatives.
- Proven passion for innovation and continuous improvement, with the ability to introduce new CX practices, tools, and service concepts that enhance customer value and operational efficiency.
- Effective team contributor and collaborator, able to work seamlessly within cross-functional teams.
- Strong stakeholder engagement and relationship-management skills, with the ability to influence outcomes across senior management, delivery teams, and external partners.
- Brings diversity of thought, perspective, and experience, contributing to mature CX governance and decision-making forums.
- Comfortable operating within an agile and iterative delivery model, supporting rapid testing, learning, and scaling of customer experience enhancements.
- Excellent communication and time-management skills, with the ability to articulate customer insights.
- Solid program and initiative management capability, ensuring CX initiatives are planned, governed, and delivered in alignment with strategic priorities.
- Strong ability to analyze customer, service, and operational data and translate insights into journey visualizations, service blueprints, and experience design artefacts.
- Proficient in Microsoft Office tools (Excel, Outlook, PowerPoint), with the ability to develop presentations, dashboards, and reports to support CX decision-making).
- Demonstrated leadership and supervisory capability, including guiding teams, setting clear expectations, and driving accountability for experience outcomes.
- Team-building and conflict-resolution skills, fostering collaboration and performance in multi-disciplinary banking environments.
- Highly developed organizational and coordination skills, enabling effective management of multiple CX workstreams and stakeholder engagements.



- Broad managerial and administrative capability to support governance, reporting, and day-to-day CX operations.
- Proactive self-starter who demonstrates initiative and ownership in identifying experience gaps and driving improvement actions.
- Strong problem-solving and analytical judgement, particularly in diagnosing root causes of customer friction and service failure.
- Excellent self-management and organizational discipline, ensuring consistent delivery in fast-paced, regulated environments.
- Working knowledge and application of Total Quality Management and service excellence principles, supporting continuous improvement, control, and customer satisfaction outcomes.

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.