

JOB PROFILE

Position Title:	Manager, Products
Available position/s:	1
Division:	Retail Banking
Department:	Retail Products
Location:	Head Office
Job Reference No:	NBK/RET/09/2025

Position Scope:

The role holder shall be responsible for translating novel ideas into opportunities for products and improving existing products, through market research, development of product papers, implementation of approved products, coordinating user tests, working with relevant stakeholders to launch products and services and commercialization of the same. The role holder is also responsible for product project management, product maintenance throughout the lifecycle and monitoring product performance for sustainability and meeting of the customer needs.

Key Responsibilities:

- Responsible for the development of policies and operating framework for product development in the Bank based on best practice and within relevant guidelines.
- Effective and proactive Management of Products Life Cycle.
- Commercialization of the products based on customer needs and ensure return on investment
- Build a strategic product development plan for the Bank that reflects short- and long-term requirements and an approach to manage product data in a coordinated approach.
- Identification, planning and management of research and product processes from conceptualization of new ideas to the end of the lifecycle with the support of people and technology.
- Responsible for gathering market intelligence and identification of opportunities for the customer and the Bank.
- Proactive product extensions and enhancements that meet customer needs and the required standards for the Bank.
- Management and review of existing Bank products' portfolio in order to ensure quality, alignment, and relevance.
- Management of the product development and research service charter, service level agreements and documentation.

- Provide leadership for product related projects in the Bank by reviewing of business cases, analysis of requirements, timelines and return on investment.
- Responsible for proactively providing research-based data and data analytics in the Bank to support management decisions.
- Provide professional guidance to the Bank on development and maintenance of research and product development tools and processes that meet quality standards and best practice.
- Responsible for product awareness and training in the Bank and ensure support for marketing and communication of Bank products.
- Liaison with regulators and partners providing product development and research guidelines to ensure compliance.
- Ensure capacity building for the product development team and provide guidance for covering gaps identified or enhancements required.
- Provide leadership and effective guidance on product development processes and respective risk management guidelines.
- Responsible for ensuring compliance, risk and regulatory requirements are met in the Bank within the scope of product development and related research.
- Responsible for budget and resource management within the product development unit.
- Build constructive and effective relationships within the team to support a collaborative working environment.
- Support all relevant stakeholders in the marketability and profitability of products and service offerings at the Bank.
- Recommend strategies and goals for the pricing and tariffs of products in the Bank
- Any other duties as may be assigned by Management from time to time.

Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in Business related field from a recognized University.
- Seven (7) years' experience in Financial Industry of which five (5) years should have been in product management role.
- Certification in Products development and Research
- Certification in Project Management
- A master's degree will be an added advantage
- Hands-on experience in managing the entire product life cycle
- In-depth knowledge of management of products, research tools and frameworks; ability to ideate, develop hypotheses, prove or disprove hypotheses through structured analysis and recommend a path
- Ability to commercialize products and ensure return on investment

- Ability to establish key partnerships and facilitate, influence, collaborate and establish accountability through all levels of the organization.
- Ability to establish and manage structures, processes and standards
- Excellent research, analytical and problem-solving skills
- Ability to conceptualize and systematically work through projects in accordance with a structured methodology
- Ability to prioritize, meet deadlines and work under pressure
- Sound knowledge of Banking statutory requirements
- Ability to think creatively and develop innovative solutions
- Excellent interpersonal, communication and presentation skills
- Implementation of strategic goals for products and research; management of products in line with the Bank strategy and understanding strengths, weaknesses, opportunities, threats.
- Demonstrated Leadership capacity and ability to operate at Senior Management Level
- Integrity and courage to challenge the actions within various business divisions and the status quo
- Superior levels of judgment to assess the impact of strategic activities on business performance

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Friday, 17th October 2025**
- 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.