CHIEF OPERATING OFFICER (COO)

MegaBank Gambia Limited invites applications from suitably qualified, experienced and results-oriented professionals for the position of **Chief Operating Officer (COO).**

THE ROLE

The Chief Operating Officer will provide strategic leadership and overall oversight of the Bank's **Operations and Information Technology functions**. The role will be responsible for driving operational excellence, technology-enabled transformation, process efficiency, service quality and the resilience of the Bank's operational and technology infrastructure

KEY RESPONSIBILITIES

The successful candidate will have the key responsibilities below:

- Provide strategic leadership and oversight of the Bank's Operations and IT functions
- Ensure efficient, reliable and customer-focused delivery of banking operations and services.
- Drive continuous improvement, process optimisation, automation and operational efficiency.
- Establish and monitor appropriate operational controls, service standards and performance indicators.
- Oversee operational risk management, business continuity and operational resilience.
- Lead major operational and transformation projects in line with the Bank's strategic objectives.
- Provide strategic oversight and direction for the Bank's IT function.
- Ensure the effective management, reliability and availability of the Bank's technology infrastructure, systems and applications.
- Drive the Bank's technology and digital transformation agenda in alignment with business objectives.
- Oversee IT governance, cybersecurity, technology risks and disaster recovery arrangements.
- Provide oversight of core banking systems, technology projects, system upgrades and integrations.
- Ensure effective management of technology vendors and service providers.
- Translate the Bank's strategy into effective operational and technology plans.
- Promote strong collaboration between Operations, IT and other business functions.
- Monitor operational and technology performance and provide appropriate reports and recommendations to Management.
- Provide leadership, coaching and development to teams within the COO's portfolio.
- Drive a culture of **innovation, accountability, efficiency and service excellence**.

QUALIFICATIONS & EXPERIENCE

Applicants should possess:

- A **Bachelor's degree in Business Administration, Banking & Finance, Information Technology, Computer Science, Management or a related discipline**.
- A relevant **Master's degree/MBA or professional qualification** will be an added advantage.
- Significant professional experience, including substantial experience at **senior management level**.
- Strong experience in **banking or financial services operations**.
- Demonstrated knowledge and experience in **technology management, digital transformation and IT governance**.
- Strong understanding of operational risk, cybersecurity, business continuity and regulatory requirements.
- Proven ability to lead large teams and manage complex transformation initiatives.
- Excellent strategic, analytical, problem-solving and decision-making skills.
- Strong communication and stakeholder-management capabilities.
- High level of integrity, professionalism and sound judgement

HOW TO APPLY

Electronic Application: Submit an application letter and detailed CV, together with copies of relevant academic and professional certificates to **recruitment@megabankgambia.gm**

Physical Application: Submit an application letter and detailed CV, together with copies of relevant academic and professional certificates addressed and delivered to

The Human Resource Manager
MegaBank Gambia Limited
94 Kairaba Avenue

Closing Date: 15th November 2026

Only shortlisted candidates will be contacted.