

VACANCY: DIGITAL STRATEGIST

Organization: UGAFODE Microfinance Limited (MDI)

Vacancy #: HR/STAFF/VAC-03/07/2026

Duty Station: Head office.

Job Purpose:

Digital Strategist is a Senior Management Role at UGAFODE responsible for driving digital transformation initiatives that continuously enable the institution improve customer experience; operational efficiency; launch innovative products and remain highly competitive. The position will also champion digital initiatives that specifically target financial inclusion for marginalized groups such as women and refugees.

The role directly reports to the Executive Director and works closely with the ICT department in delivery of multiple digital solutions internally across all departments and for UGAFODE customers.

Key Responsibilities & Functions.

Manage Digital Strategy:

- Be a thought leader on new digital trends and opportunities that the business can incorporate into its digital strategy to drive strategic growth ambitions and staff productivity.
- Lead end-to-end transformation projects from the prototype stage through to the commercial launch of digital delivery channels.
- Providing advice to management on digital innovations that could best support customer needs.
- Ensure all digitalization projects are effectively managed, and that adequate reporting and oversight controls are in place.
- Driving cultural change and helping build digital capability and technical knowledge within the business: advocating user focused design and agile methodologies.

Overhaul Digital Channels:

- Assessing internal processes suitability for digital transformation and rigorously prioritizing involvement by customers to achieve customer driven innovations.
- Helping to put in place new guidance and training for process owners; advising on the structures needed for future digital transformation.
- Work with ICT to deploy technology solutions that modernize financial services and improve customer experience.
- Oversee pre-implementation plans, which include development of business requirements, review of change management digital business impact, risks, and functional requirements.

Promote Financial Inclusion:

- Promote partnerships that further the UGAFODE digital

agenda.

- Design digital products that cater to marginalized communities, such as women-in-business and refugee financing.

Mitigate Risk:

- Ensure best practices and regulatory compliance in delivery of digital projects.
- Collaborate with other departments like Risk and Operations to ensure security and fraud protection are prioritized when launching new digital innovations.

Qualifications, Skills and Experience:

- The ideal candidate must hold a Degree in Computer Science, IT or any related field with recognized professional certifications in Business and Project Management.
- At least five years of working experience at Managerial level, preferably in a BOU regulated financial institution with at least 2 years' experience managing digital driven transformation projects from start to finish, gathering user requirements through prototypes to actual delivery.
- Experience in developing products, product positioning, launching new products, developing and executing go – to – market strategies
- Excellent interpersonal and networking skills
- Agile personality, tech savvy individual with ability to manage and resolve complex problems.
- Experience in process re-engineering/mapping is highly desirable.

Application details:

If you believe you possess the requirements stated above, send your application letter and CV to

recruitment@ugafode.co.ug addressed to

Head of Human Resources indicating in the subject the vacancy number.

Deadline for submission: 17th July 2026.

NB. UGAFODE is an equal employer and does not discriminate against any applicant on basis of race, gender, physical disability or religion.