

<b>JOB TITLE</b>	:	<b>CHANNEL ENABLEMENT MANAGER</b>
<b>REPORTS TO</b>	:	<b>HEAD OF DESIGN (D5)</b>
<b>BUSINESS UNIT</b>	:	<b>CHANNEL AND DESIGN IN OPERATIONS</b>
<b>LOCATION</b>	:	<b>HEAD OFFICE: PRETORIA</b>
<b>POSITION STATUS</b>	:	<b>PERMANENT</b>
<b>POSITION GRADE</b>	:	<b>D2</b>

## **Purpose of the Job**

Reports to the Head of Design. The channel enablement manager acts as a conduit between business, design, channel and IT, ensuring that business needs are designed effectively and deployed across channels in alignment with the business strategy and goals. This allows the respective teams within design, channel and IT to focus on delivering and optimising key features and solutions across all channels. The channel enablement manager also supports the channel and design team in finding and implementing best practices and market-leading solutions.

## **Job Responsibilities**

- Serve as the bridge and primary liaison between Customer, Project Management Office IT, Design and Channel Teams (Physical, Web, Mobile, Contact Centre, etc.).
- Support the Channel and Design teams in aligning the channel strategy and execution to the overall Postbank business strategy.
- Responsible for driving an omnichannel experience across all channels. Ensuring customers have a seamless experience across our banking channels.
- Identify friction points in the customer experience and collaborate with the design team to refine solutions while gathering feedback from the channel team to embed continuous improvement.
- Collaborate with product owners, channel owners, designers and IT to ensure alignment and timely delivery of channel initiatives (new features and enhancements) aligned to Postbank's business objectives.
- Work with the project office to develop business cases, business specifications, technical specifications and other artefacts to ensure the design and delivery of the highest quality banking channels.
- Develop enablement materials to ensure channel teams understand and can effectively deploy new designs and digital solutions.
- Guide initiatives beyond core delivery toward seamless adoption and integration by coordinating with downstream teams such as Training and, Marketing.
- Coordinate between Postbank's Risk & Compliance, Design and Channel team, ensuring that channel implementations comply with South African banking regulations.
- Support the Channel and Design teams in maximising partnerships and specialist vendors to realise maximum benefits for Postbank.
- Support channel and design teams to co-develop, track, and remediate against suitable joint performance metrics.
- Present insights and recommendations to Postbank's senior stakeholders on channel performance and improvement opportunities.

## **Qualifications and Experience**

- Bachelor's degree in business administration, IT, finance, or a related field.
- Postgraduate qualifications, e.g. MMDB, MBA, MSC will be advantageous
- 5+ years in banking/financial services, with experience in channel (e.g. digital transformation, channel strategy, digital banking, branch operations, etc.), process optimisation (streamlining workflows, reducing inefficiencies) and sales enablement

## **Knowledge and understanding of:**

- Project Management (Leading or supporting cross-functional initiatives (e.g., rolling out new or revised digital channels)
- Stakeholder Communication (Aligning with sales, marketing, IT, and compliance teams as required)
- Regulatory Knowledge (Understanding of banking compliance, e.g., KYC, AML, POPIA and other relevant regulations).

## Skills and Attributes

Communication: written and oral. Customer-centric mindset. Organisational awareness. Learning agility, initiative. Creativity and innovation. Customer and client orientation. Critical thinking. Problem solving. Decision making. Adaptive mindset toward fintech/digital trends. Business acumen.

## How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to [RecruitmentSN@postbank.co.za](mailto:RecruitmentSN@postbank.co.za). Please indicate in the subject line the position you are applying for. To view the full position specification, log on to [www.postbank.co.za](http://www.postbank.co.za) and click on Careers.

## Closing Date

**13 August 2025**

## Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, we encourage and welcome applications from diverse groups from the South African Employee active population. Correspondence will be limited to short-listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

POPIA provides that everyone has the right to privacy and it includes a right to protection against the unlawful collection, retention, dissemination and use of personal information. By applying for employment you consent to the processing of your personal information with Postbank. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation.