

POSITION NUMBER : 60014549
JOB TITLE : HEAD OF TRANSACTIONAL AND SAVINGS PRODUCTS
JOB GRADING : D5
REPORTS TO : CHIEF COMMERCIAL OFFICER
BUSINESS UNIT : COMMERCIAL
LOCATION : GAUTENG
POSITION STATUS : PERMANENT

Why join Postbank

Postbank is a state-owned banking institution dedicated to providing cost-effective financial services to South Africans, particularly the unbanked and underserved. As the Head of Products, you will have the opportunity to shape the future of banking in South Africa by developing innovative products that empower millions to achieve financial security. Join a team committed to making a meaningful impact through accessible and affordable financial solutions.

Purpose of the Job

To lead the strategic development, management, and optimization of Postbank's product portfolios. This includes overseeing the entire product lifecycle—from ideation and development to launch and post-launch analysis—ensuring alignment with customer needs, market trends, and regulatory requirements. Responsible for setting and developing Product and Proposition Strategy.

Job Responsibilities

- Collaborate with cross-functional teams, including marketing, operations, IT, and compliance, to ensure seamless product delivery and implementation.
- Develop the product strategy and roadmap (detailed product and project plan) to ensure seamless execution and clear product direction
- Develop new products based on strategic priorities, revenue opportunities, industry experience, idea generation, company technological capability, staff resources, and site and marketplace research
- Optimize and analyze product performance and respond quickly to diagnose and correct any problems
- Manage product lifecycle and submit plans relevant parties for lifecycle-related development and retirement activities
- Monitors product development at predefined checkpoints to assure compliance with requirements, functional specifications and market strategy; reports status to Management Team and recommends risk mitigation strategies
- Work with Business Development, marketing and sales to assess opportunities that have product definition implications to ensure a revenue-generating offering
- Conduct market research to identify customer needs, market trends, and competitive offerings, particularly for underserved and unbanked populations.
- Develop a user experience and offering that exhibits an expertise with respect to the competitive offerings, from both a user and advertiser perspective, to ensure the product is competitive with the market.
- Build, lead, and mentor a high-performing product management team, fostering a culture of innovation, collaboration, and excellence.
- Ensure the efficient management, control, compliance and reporting of the function / resources in accordance with the stipulations of the PFMA, fraud prevention and risk management principles, corporate governance, legislation, company policies, processes, regulations, Delegation of Authority, etc.
- Develop and manage budgets for product development, marketing, and operational initiatives.

Role Requirements:

Qualifications:

- Applicable Post Graduate Degree (NQF 8) in Commerce/Science or Engineering. A recognised MBA will be an added advantage.

Experience:

- Minimum of 10 years of experience in product management within the banking or financial services industry, with at least 5 years in a senior leadership role
- Fulfil the terms of FAIS, any related legislation or regulation and any guidelines or regulations issued by the Financial Sector Conduct Authority (FSCA)
- Computer literacy – Microsoft Office package (MS Word, Excel, PowerPoint, Outlook)

Knowledge and understanding of:

- Knowledge of the financial services products
- Experience in creating functional requirements and product specification documents
- A track record of envisioning, defining, launching and sustaining competitive financial products
- Project Management knowledge and experience

Skills and Attributes

- **Leadership:** Exceptional leadership and team management skills, with the ability to inspire and motivate a diverse team.
- **Strategic Thinking:** Strong analytical and problem-solving abilities to develop innovative product strategies.
- **Communication:** Excellent communication and interpersonal skills, with the ability to influence and collaborate across all levels of the organization.
- **Innovation:** Creative mindset with a passion for designing customer-centric solutions that address the needs of underserved communities.
- **Project Management:** Proficiency in product development methodologies and project management tools.
- **Multilingual:** Fluency in English; proficiency in other South African languages (e.g., isiZulu, isiXhosa etc) is a plus.
- **Strong analytical and data interpretation skills.**
- **Commitment to Financial Inclusion:** Passion for Postbank's mission to serve underserved communities and promote financial inclusion.
- **Integrity:** High level of ethical standards and professionalism.
- **Adaptability:** Ability to thrive in a dynamic, fast-paced environment and navigate complex regulatory and market challenges.

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to 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 and click on Careers.

Closing Date

27 June 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.