FINANCE TRUST BANK

EXTERNAL JOB OPPORTUNITY

Finance Trust Bank (FTB) is now a Tier 2 Financial Institution that is regulated by the Central Bank of Uganda. The bank serves a clientele of over 300,000 depositors and over 37,000 borrowers, through a network of 34 branches countrywide. The bank offers a variety of Products and services including Savings, Current accounts, Loans, Money transfer services, and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth. To meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

1. Manager HR Shared Services

The position reports directly to Head Human Resources and it is based at Head Office.

Role of the Job:

Responsible for planning, developing, and implementing the Bank's employee benefits and payroll management, recruitment and HR administration.

Key Deliverables:

Reward and Recognition Strategy

- Implement and continuously enhance the Bank's reward and compensation strategy to support attraction, retention, motivation, and performance of employees.
- Coordinate participation in industry remuneration surveys and compensation benchmarking exercises to ensure market competitiveness.
- Conduct salary structure reviews and provide recommendations on market positioning, pay competitiveness, and internal equity.
- Lead job evaluation exercises and grading reviews using approved methodologies to ensure consistency, fairness, and organizational alignment.
- Conduct pay equity and compensation analyses and recommend corrective actions where necessary.
- Monitor compensation trends, emerging reward practices, and labour market developments and recommend improvements.
- Prepare compensation and benefits reports for management, Exco, Board committees, and regulatory reviews.

Payroll Management and Administration

- Lead and supervise the end-to-end payroll process, ensuring accuracy, confidentiality, completeness, and timely salary payments.
- Review monthly payroll inputs, validations, reconciliations, and approvals prior to processing.
- Ensure timely processing of statutory deductions including PAYE, NSSF, LST and any other regulatory obligations.

- Ensure accurate administration and recovery of internal staff loan deductions in accordance with approved loan schedules.
- Oversee processing of external loan deductions and third-party recoveries in accordance with staff authorizations and contractual obligations.
- Ensure accurate administration of staff advances, commissions, incentives, allowances, overtime, terminal benefits, and payroll-related adjustments.
- Manage payroll reconciliations and ensure prompt resolution of payroll queries and discrepancies.
- Ensure timely distribution and accessibility of employee payslips.
- Maintain payroll records in accordance with statutory, audit, and internal control requirements.
- Coordinate payroll audits and implement corrective actions arising from audit findings.
- Continuously improve payroll controls, efficiency, and compliance within the payroll function.

Recruitment

- Coordinate implementation of the Bank's manpower plans in line with approved budgets, business strategy, and workforce requirements.
- Lead end-to-end recruitment and selection processes to attract, assess, and onboard high-caliber talent within approved staffing budgets and timelines.
- Monitor recruitment costs and hiring efficiency metrics to ensure optimal utilization of recruitment budgets.
- Develop and maintain talent pipelines for critical and hard-to-fill positions.
- Ensure compliance with recruitment policies, regulatory requirements, and equal employment opportunities principles.
- Coordinate staff transfers, promotions, redesignations, secondments, in line with approved policies and organizational requirements.
- Maintain and regularly update the organizational structure and establishment records, ensuring timely implementation of approved structural changes.
- Continuously review and improve recruitment processes to enhance candidate experience, quality of hire, and time-to-fill metrics.
- Prepare periodic recruitment analytics including vacancy rates, cost-per-hire, turnover trends, source effectiveness, and recruitment lead times.

HR Information, Records, Employee Benefits & HR Administration

- Serve as the functional owner of the Human Resource Information Management System (HRMIS).
- Ensure accuracy, completeness, confidentiality, and integrity of HR data across all HR systems.

- Develop and maintain HR dashboards and analytics to support workforce decision-making.
- Drive HR process automation and continuous improvement initiatives leveraging technology solutions.
- Establish data quality controls and conduct regular audits to maintain data accuracy.
- Generate workforce analytics and insights covering headcount, turnover, recruitment, employee demographics, absenteeism, compensation, productivity, and other people metrics.
- Support payroll and HR digital transformation within the HR function.
- Manage the Bank's medical insurance scheme, ensuring effective enrolment, claims administration, renewals, provider engagement, and employee support.
- Coordinate annual benefits renewals and support contract negotiations with service providers to ensure value for money and service quality.
- Monitor benefits utilization trends and provide recommendations for enhancement and cost optimization.
- Oversee administration of employee records and ensure compliance with record management standards.
- Coordinate employee exit processes, including resignations, retirements, terminations, redundancies, and contract expirations.
- Ensure timely clearance, recovery of organizational assets, final dues processing, and exit documentation.
- Analyze exit interview data and provide recommendations to improve employee retention and engagement.
- Ensure consistent implementation of HR policies, procedures, and employee administration standards across the Bank.

Risk Management

- Identify, assess, monitor, and mitigate operational risks within HR Shared Services.
- Maintain an effective control environment across payroll, benefits, recruitment, and HR administration processes.
- Ensure full compliance with labour laws, statutory requirements, internal policies, and regulatory guidelines.
- Coordinate implementation of audit recommendations and management action plans within agreed timelines.
- Maintain up-to-date process documentation, standard operating procedures, and control frameworks.
- Monitor key risk indicators and escalate emerging risks appropriately.

Minimum Educational and Technical Competence Requirements:

- Bachelor of Human Resources Management, Organizational and Industrial Psychology, Social Sciences or a related field. A postgraduate HR Diploma or HR Certification is an added advantage
- General HR experience of at least 3 to 4 years with preference in the Banking Sector.
- Specific experience of at least 1 to 2 years in HR Payroll Management, Recruitment and HR Administration
- Accounting skills and added advantage
- Sound understanding of Ugandan labor laws and HR best practices.
- Excellent people management skills and stakeholder management
- HR analytical and problem-solving skills
- Knowledge of Uganda labour laws
- Good communication skills and coordination skills
- Able to work under minimal supervision.
- Attention to detail
- Confidentiality of staff data

How to apply:
Suitably qualified candidates should address their application to Head, Human Resource, Finance Trust Bank, **TWED PLAZA, Plot 22B, Lumumba Avenue**, Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic testimonials, and a CV. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Send your application as **ONE PDF document** containing an application Letter, Detailed CV, Academic documents and certificates.

Applications in word format or as separate images will not be considered.

Closing date for submission of the applications is **18 November 2026.** *Only shortlisted candidates will be contacted directly on* **Tel. Numbers 0312 222600 or 0414 341275 ONLY.**

Please note that in line with the Bank procedures, no job offers are made online.