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VACANCY ADVERTISEMENT

ENCOT Microfinance Limited (ENCOT) is a Tier IV microfinance institution licensed under the Tier 4 Microfinance and Moneylenders Act, Cap. 61 and supervised by the Ministry of Finance and Economic Planning. ENCOT provides inclusive financial services to low-income individuals, micro-entrepreneurs, and rural households

Serving over 36,000 clients in 17 districts of the Mid-Western and Central region(s) of Uganda, **ENCOT Microfinance Limited (ENCOT)** is a social impact, fast growing and innovative MFI operating a network of 10 branches of **Hoima, Masindi, Kigumba, Kagadi, Nakasongola, Kawempe, Luweero, Bweyale, Katikara and Karuguuza**. ENCOT's mission is to provide inclusive financial services to micro and small enterprise communities in Uganda.

ENCOT is seeking to recruit dynamic, self-motivated and result oriented professionals to urgently fill the following position:

1. HEAD OF CREDIT - Head Office (Masindi)

The Head of Credit is a senior leadership role responsible for overseeing the entire credit lifecycle from product design and underwriting to portfolio monitoring and recovery. The role combines strategic vision, strong analytical skills, and deep knowledge of microfinance methodologies to deliver sustainable growth and mitigate credit risk. This individual will lead, mentor, and manage the credit team to achieve ENCOT's financial and social objectives.

Key duties and responsibilities:

The Head of Credit will be responsible for the following:

1. Develop, implement, and review credit strategies, policies, and procedures in line with organizational goals.
2. Approve credit scoring models, underwriting criteria, and loan approval frameworks for all products
3. Monitor portfolio targets for growth, yield, arrears, and write-offs.
4. Continuously assess and adjust the credit strategy according to market needs and trends
5. Manage the credit mandates of all Managers delegated with credit management responsibility
6. Identify non-compliance with policies and recommend corrective actions.
7. Review, appraise, and approve loans, and make recommendations to the Executive & Board Credit Committee when required.
8. Conduct ongoing portfolio-at-risk (PAR) analysis to identify trends, vulnerabilities, and early warning signals.
9. Implement robust portfolio monitoring systems and early warning mechanisms to proactively manage delinquency.

10. Oversee the loan loss provisioning process in accordance with IFRS standards.
11. Lead stress-testing exercises to assess the portfolio's resilience to economic shocks
12. Oversee the entire loan origination process, ensuring efficiency, accuracy, and compliance.
13. Streamline credit processes to reduce turnaround time while maintaining strong risk controls.
14. Manage the collections strategy for delinquent accounts, balancing recovery effectiveness with fair client treatment.
15. Leverage technology (e.g., Core Banking Systems, MIS) to enhance credit decision-making and operational efficiency
16. Lead, mentor, and manage a team of credit and Branch Managers.
17. Foster a high-performance culture focused on client service, integrity, and results
18. Set performance objectives for the credit team and conduct regular performance reviews.
19. Provide on-the-job training and development to staff.
20. To plan for resource allocation for the department
21. Carry out performance appraisals for staff in the department
22. Coach/mentor staff to improve their performance regularly
23. Approve new credit staff requirements and staff movements (promotion and transfers) and review sales staff performance in line with business metrics, with a view to managing, training, upskilling, motivating, retraining, or providing supervisory support to ensure a productive sales staff.
24. Determining the training needs of the credit department and branch credit staff to improve their loan assessment and analysis skills, competence, and supporting their continuous growth.
25. Develop and deliver comprehensive training programs on credit analysis, risk assessment, client interviewing, and collections techniques.
26. Increase the amounts of collections to optimum levels
27. Manage and enhance recovery of bad debts
28. Prompt liaison with the legal department in enforcing the recovery of bad debts and submit reports thereon.
29. Organizing and attending regular head office-based delinquency management meetings and ensuring follow-through on agreed action points
30. Designing and ensuring implementation of strategies and action plans for recovery of loans in arrears and designing delinquency loans tracking tools in line with ENCOT's policies and procedures.
31. Provide strategic supervision of the credit department's work streams, including business growth, credit administration, product management, data analytics, and recovery, in alignment with institutional goals.
32. Prepare and present comprehensive portfolio reports to management and regulatory authorities, ensuring timely delivery of monthly (by the 5th) and quarterly (by the 7th) performance reports.
33. Represent management in relevant executive and board committees (e.g., Risk, ALCO), Disciplinary Committees, and other committees as may be advised from time to time, presenting credit risk reports and insights to support decision-making.

34. Act as the primary point of contact for internal and external audits concerning credit operations, ensuring transparency and compliance.
35. Uphold strict adherence to internal codes of conduct and recognized client protection principles, such as the SMART Campaign standards.

Minimum Qualifications & Attributes:

1. Bachelor's degree in Finance, Business Administration, Economics, or a related field. A Master's degree (MBA, MSc) is highly desirable.
2. Minimum of 8-10 years of progressive Microfinance banking experience with 5 years of demonstrated senior leadership management position involving credit administration, credit product management, credit risk management, or regional management within the microfinance, banking, or fintech sector.
3. Proven expertise in portfolio management, credit risk modelling, and product innovation.
4. Strong knowledge of microfinance methodologies (Grameen group methodology, Village banking, SME, individual lending).
5. Excellent organizational, negotiation, and analytical skills.
6. Proficiency in data analytics, credit scoring, and technical reporting.
7. Strong interpersonal, communication, and staff engagement abilities.
8. Field-oriented with willingness to travel (up to 60%).

Qualified and interested candidates should submit their applications in PDF (Cover letter and CV only) by email to hr@encot.org by **5:00 pm, Friday 31st October, 2025**.

**The Head of Human Resources
ENCOT Microfinance Ltd
Plot 88 Port Road, Masindi
P.O. BOX 389, Masindi-Uganda**

Any documents submitted to ENCOT for application purposes shall not be recalled. Please note that only shortlisted candidates will be contacted.