



Vision: To always be the best at what we do!

VACANCY

Position: Senior Payment Analyst: Channel, Data and Business Process Optimisation

Division: Payment Solutions

Department: Financial Services

Office: Windhoek

Primary purpose of position

NamPost is seeking a highly analytical, digitally focused professional to lead digital channels, data analytics, and business process optimisation. The role will drive the performance, resilience, compliance, and growth of customer-facing payment platforms while turning customer, transaction, product, and channel data into actionable insights. The incumbent will also streamline workflows, unlock automation opportunities, and translate business needs into secure, efficient, and customer-centred digital solutions.

Main Responsibilities

- Monitor and enhance digital payment channels to ensure availability, integrity, compliance and customer value.
- Analyse customer, transaction and channel data, and develop dashboards and management reports.
- Map and improve business processes by identifying inefficiencies and automation opportunities.
- Define business requirements and support the design, testing and implementation of digital channel solutions.
- Engage regulators, financial institutions, service providers and other stakeholders to advance NamPost's interests.

Minimum Requirements

- Degree (NQF Level 7) in Computer Science, Electronic or Industrial Engineering, Banking, or an equivalent field.
- At least six years' work experience, including three years in financial services, with practical digital channel experience.
- Proficiency in SQL, Excel and business intelligence tools such as Power BI, Tableau or QlikView; process-mapping capability is advantageous.
- Valid Code B driver's licence.

Closing Date: 23 October 2026

Candidates who meet the above requirements should register on NamPost's HR Recruitment portal at www.nampost.com.ng

Required documents:

- Detailed curriculum vitae
- Cover letter
- Certified copies of relevant qualifications
- Code of conduct

Applicants who do not receive any response within three weeks after the closing date must accept that their applications were not considered favourably.

Note: NamPost is an Equal Opportunity Employer and operates in line with affirmative action guidelines.