



The Microfinance Support Centre Ltd
Plot 32, Nakasero Road, Kampala
P. O. Box 33711 Kampala, Uganda
Tel: 041-4233 665/ 031- 263 779, Fax: 041-4233 673
Email: msc@msc.co.ug

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Position: Senior Products and Innovations Officer
Reports to: Head Business Development Services

Purpose:

To lead the design, development and implementation of innovative products and services and processes that drive business growth, enhance customer experience and strengthen the organization's competitive advantage

Key Result Areas:

1. Product Development Management
2. Innovations Strategy and Institutional Transformation
3. Market Research, Product Intelligence and Impact Analysis
4. Capacity Building and Institutional Learning

• **Key Accountabilities /Key Tasks:**

- Designing, developing, and implementing the Institution and clients' products and services
- Review and enhance existing products to ensure continued relevance and performance
- Develop and implement the institutional innovations strategy
- Conduct feasibility studies and customer research to inform product design
- Generate market intelligence reports for decision making
- Evaluate product and innovations impact on target sectors and communities
- Prepare periodic reports on product performance
- Organize trainings and mentorship on innovation, product design and customer centric approaches
- Facilitate knowledge and peer learning across functions/ departments.
- Regularly conduct product appraisals on existing and new products to review the performance of each product and share periodic product performance reports.
- Any other duties assigned by the supervisor in line with the role. Ensure continuous Research and Development to improve processes and products through gathering of data and competitor information

Qualifications and experience:

- Honours degree in any of the following fields; Business Administration, Economics, Commerce, Development Finance, Computer Science, Business Computing, business Statistics or any other related discipline from a recognized University / Institution.
- Eight (08) years of progressive working experience in business development services, Credit Management or related fields with at least 4 years of related work experience 2 of which are in the area of research and product development at the middle management level.
- Proven experience in promoting Government program and working with communities
- Membership in a financial services sector professional association will be an added advantage.
- Possession of relevant computer skills is a must.

Competencies/Person Specifications:

- Demonstrated experience in driving product development and innovation agendas in Development Finance Institutions
- Strong interpersonal skills with a focus on Business engagement and Industry networking,
- Strong skills in business process analysis and redesign
- Ability to inspire, motivate and influence at all levels of partnerships.
- Ability to demonstrate assertive behavior, a creative, innovative & self-motivated person.
- Ability to demonstrate business acumen with the flexibility and creativity to achieve results, a person of Innovation and flexibility in marketing and PR
- Ability to generate new ideas, and solutions and develop creative approaches. Ability to lead teams
- Ability to supervise teams

Candidates with the requisite qualifications should send their application with detailed Curriculum Vitae together with copies of certified academic certificates with at least 3 referees in properly sealed envelopes to the address given below clearly stating the job title applied for on the top right corner to be received not later than **18th February 2026**. Shortlisted candidates will be informed of the status of their applications by **4th March 2026**.

Job Applications should be addressed**to:**

The Recruitment Specialist
The Microfinance Support Centre Limited,
Plot 32, Nakasero Road
P.O. Box 33711 KAMPALA

MSC is an equal opportunity employer and is open to transparent recruitment processes. Any form of lobbying /canvassing for support will lead to disqualification of the concerned candidate. Submission of falsified academic documents and/or false information regarding their experience and qualifications will lead to automatic disqualification and possible prosecution.

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