

Head of Operations

Phone :
Web :



Job Summary

Vacancy :
Deadline : Jan 01, 1970
Published : Sep 03, 2025
Employment Status : Full Time
Experience : 3 - <5 Years
Salary :
Gender : Any
Career Level : Mid Level
Qualification : Bachelor Degree

Job Description

Who we are:

Fido empowers millions across Africa to take control of their finances with ease. As a leader in cutting-edge financial technology, Fido clears the way for building credit, securing instant loans, making smart investments, and obtaining tailored insurance. No banker's hours, no hidden fees – just endless opportunities.

From city centers to rural communities, Fido is breaking barriers and creating financial freedom, providing access to innovative tools and services that foster growth and empowerment. By leveraging advanced technology, Fido is shaping a future of opportunity and financial inclusion across the continent.

Join the team and be a part of leading this transformative change, driving impact where it matters most.

What you will do:

As Head of Operations, you will oversee and optimize Fido's day-to-day operations while driving strategic initiatives that improve customer experience, operational efficiency, and business growth. You will work closely with cross-functional teams to ensure operational excellence, customer-centric delivery, and readiness for scale.

Key responsibilities include:

- Identify and implement tools, systems, and automation to increase efficiency, reduce costs, and enable scalability.
- Manage key technical service providers and vendors critical to operational delivery, compliance, and service quality.
- Ensure operations comply with regulatory requirements and internal policies, partnering with Legal and Compliance to mitigate risk and uphold standards across Fido's operations.
- Oversee operational readiness and execution for product launches, providing strategic input to influence product design and implementation.
- Oversee IT operations and asset management within the operations function, ensuring infrastructure, devices, and systems meet business needs.
- Collaborate with Product, CX, and Collections teams to streamline customer journeys and improve outcomes.
- Manage the Operations budget, ensuring efficient resource use while maintaining high service standards.
- Build and manage high-performing operational teams.

Education & Experience

Qualification Bachelor's degree required; degree in Management Information Systems (MIS) or an MBA is a plus. Who you are: Accomplished operations leader with a strong foundation in information systems management, process optimization, and digital transformation. Proven ability to inspire, lead, and scale high-performing cross-functional teams in fast-paced, high-growth environments. Hands-on and agile, able to shift between strategic leadership and problem-solving to deliver results quickly across Fido's operations. Skilled at collaborating with product and technology teams to leverage data and technology for innovation, efficiency, and service excellence. Experienced in managing technical services and vendors, including performance, contracts, compliance, and strategic tooling. Experienced in overseeing IT systems, workflow automation, and IT assets.

Must Have

Data-driven decision-maker, adept at translating insights into actionable strategies. Highly analytical and detail-oriented, with a systems-thinking approach and strong sense of ownership. Experience collaborating across markets in fintech, telecommunications, digital services, or tech-led organizations is a plus. **APPLICATION LINK:** <https://tinyurl.com/h96d3nbk>

Educational Requirements

Bachelor Degree

Compensation & Other Benefits
