

Job Title:	Specialist, POS Merchant Operations	Reports to:	Head of Account and Marketplace Operations
Department:	LOOP DFS - Operations	Division:	Merchant Acquiring Operations
Grade:	Band 5	Date:	2026

Job Purpose Statement:

Specialist, Merchant Operations is responsible for the end-to-end management of POS device inventory, logistics, POS storage, POS set up, POS on-boarding, POS technical issues, repair and maintenance and POS operational efficiency. This role ensures timely procurement, tagging, distribution, maintenance, and reconciliation of POS devices to meet business needs. The role will also leverage data-driven insights to optimize inventory usage, vendor performance, and overall operational effectiveness, ensuring compliance with established SLAs and risk management policies.

The role holder will play a pivotal role in building a robust inventory and logistics framework, maintaining high levels of operational excellence, and ensuring seamless support for regional operations. Collaboration with cross-functional teams and external vendors will be key to achieving the organization's business objectives.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting	Outputs
POS On-boarding, Inventory & Logistics Management	40%	<ul style="list-style-type: none"> Oversee the procurement, tagging, storage, on-boarding and distribution of POS devices to regions.
		<ul style="list-style-type: none"> Manage inventory tracking systems to ensure real-time accuracy and alignment with operational needs.
		<ul style="list-style-type: none"> Develop and implement logistics processes to ensure timely delivery and installation of devices.
		<ul style="list-style-type: none"> Coordinate with regional teams to manage device returns, repairs, and replacements.
Vendor & Stakeholder Management	20%	<ul style="list-style-type: none"> Maintain strong relationships with logistics partners, ensuring SLA compliance and performance excellence.
		<ul style="list-style-type: none"> Collaborate with vendors to ensure availability of required resources.
		<ul style="list-style-type: none"> Work closely with internal stakeholders to align inventory and logistics strategies with broader business goals.

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Operational Excellence & Compliance	20%	<ul style="list-style-type: none"> Ensure compliance with operational policies, risk controls, and regulatory requirements.
		<ul style="list-style-type: none"> Develop and maintain comprehensive documentation for inventory and logistics processes.
		<ul style="list-style-type: none"> Continuously monitor and improve operational efficiency by leveraging data insights and best practices.
Data-Driven Insights & Reporting	20%	<ul style="list-style-type: none"> Analyze operational data to identify trends and opportunities for improvement in inventory and logistics.
		<ul style="list-style-type: none"> Analyze dormancy of the POS devices and present reports to the Commercial team to be able to drive transactional activity
		<ul style="list-style-type: none"> Generate accurate and actionable reports on inventory levels, device utilization, and vendor performance.
		<ul style="list-style-type: none"> Monitor KPIs and provide weekly SLA performance insights.

Key Performance Indicators (KPIs)

KPI	Target
Inventory Turnaround Time	Ensure device delivery and installation within defined SLA.
Stock Accuracy	Achieve 100% monthly reconciliation of inventory records.
Vendor Compliance	Maintain 100% SLA adherence for all logistics partners.
Device Utilization	Ensure 100% deployment of available POS devices.
Report Accuracy	Ensure 100% accuracy in operational and financial reporting.
Data-Driven Improvements	Identify 3–5 impactful trends quarterly to optimize operations.
SLA Tracking	Deliver weekly SLA performance insights with 100% compliance.

Job Dimensions

Reporting Relationships:

Direct Reports	Indirect Reports
None initially	Regional operations teams

Stakeholder Management:

Internal	External
Head of Account and Marketplace Operations	Logistics providers (e.g., G4S)
Regional Operations Managers	Device vendors
Distribution Team	
Technology Team	

Ideal Job Specifications

Qualification	Requirement
Academic and Professional Certifications	<ul style="list-style-type: none"> Bachelor's degree in Business, Engineering, Supply Chain Management, Operations, or a related field from a recognized institution.
	<ul style="list-style-type: none"> Experience in POS inventory and logistics management within the banking sector is mandatory.
	<ul style="list-style-type: none"> Certification in Logistics, Inventory Management, or related disciplines is an added advantage.
Experience	<ul style="list-style-type: none"> At least 5 years of proven experience managing inventory and logistics in a financial institution or related environment.
Skills and Competencies	<ul style="list-style-type: none"> Proficiency in inventory and terminal management systems such as Oracle Inventory Management System, SAP ERP, or TMS (Terminal Management System).
	<ul style="list-style-type: none"> Strong analytical, communication, and stakeholder management skills.

Core Value Behaviors

Behavior	Description
Driven	Demonstrates boldness and passion to exceed expectations.
Open	Fosters an inclusive and transparent work environment.
Responsive	Acts proactively and resolutely to achieve results.
Trusted	Upholds integrity, accountability, and teamwork.