

# CHIEF OPERATING OFFICER

## About the company

LendXS ([www.lendxs.com](http://www.lendxs.com)) is a Netherlands-based fintech company focused on improving rural financial inclusion in Africa. The LendXS solutions enable financial institutions to provide financing to smallholder farmers, small agri-enterprises and other rural clients at lower cost and risk. The services provided by LendXS include easy-to-use digital data collection, credit workflow management, credit scoring and loan monitoring tools. LendXS operates from its offices in Nairobi, Accra and Abidjan.

LendXS is part of Financial Access ([www.facsglobal.com](http://www.facsglobal.com)), the ex-ING Bank financial services advisory firm that designs and delivers innovative solutions to accelerate financial inclusion in emerging markets. Through the use of data-driven financial analytics combined with its extensive operational banking expertise FACS develops less risky and scalable rural financing models and customized investment opportunities for banks, microfinance institutions and (impact) investors.

**As LendXS is growing, we are looking to extend our management with a COO. The position is based in Nairobi, Kenya**

## Job description

- Lead the Nairobi IT/operations and commercial team, reporting to the LendXS CEO
- Implement LendXS business strategies, plans, procedures and policies
- Oversee and manage all customer project implementations and customer operations
- Support sales and marketing activities
- Act as escalation level for customer senior management
- Oversee software and product development
- Create high standards of customer satisfaction
- Develop and maintain relationships with clients, partners and vendors

## Qualifications and experience

- Masters Degree in Business Administration or Information Management
- At least 10 years of experience in IT project management, preferably in the financial sector
- Working experience with an international organization preferred
- Eye for detail, service-driven and quality-focused
- Problem solving mindset
- Outstanding organizational and time management skills
- Excellent communication, people management and presentation skills
- Experience with leading and motivating teams in an entrepreneurial setting
- Fluent in English, proficiency in French would be a plus

## The offer

- Market-based compensation
- Stimulating, dynamic and international work environment
- Opportunities for personal development and international career advancement

If you are interested, please send your CV and motivation letter in English to [info@lendxs.com](mailto:info@lendxs.com)