

JOB TITLE	:	SENIOR BUSINESS INTELLIGENCE (BI) SPECIALIST
REPORTS TO	:	HEAD: ANALYTICS
BUSINESS UNIT	:	OPERATIONS
LOCATION	:	HEAD OFFICE: PRETORIA
POSITION STATUS	:	PERMANENT
POSITION GRADE	:	D2

Purpose of the Job

The Senior Business Intelligence (BI) Specialist is responsible for leading the design, development and implementation of approved BI solutions and data-driven insights, in line with company standards and guidelines.

Job Responsibilities

Strategic Input and Resource Planning

- Provide input into Business Intelligence (BI) and Analytics-related strategies, policies and procedures, in line with departmental and company goals.
- Contribute to continuous improvement initiatives, in collaboration with the Analytics team.
- Identify and recommend new BI tools, data visualisation frameworks and technologies to improve scalability, accuracy and accessibility of insights.
- Provide input into BI-related resource and budgetary requirements to support annual planning and project forecasting.

Solution Development and Delivery

- Analyse complex data sets in close collaboration with business units and Analytics team, to identify BI requirements and translate them into project goals and deliverable.
- Manage the full life cycle and solution implementation of approved BI projects.
- Manage resources, delegate responsibilities and provide guidance and support to data analysts to ensure achievement of project goals within the allocated budget and timelines
- Lead the development and manage seamless integration of BI data models, semantic layers and reporting structures that promote consistent, accurate and accessible information delivery.
- Track and report on project progress and adherence to budget and timelines.
- Monitor performance and reliability of BI solutions after implementation and identify solutions to address issues or concerns, ensuring operational success and stability.

Data Governance, Compliance and Quality Assurance

- Contribute to the development and manage adherence to data management and governance practices to ensure data quality, integrity and accessibility across analytics systems.
- Monitor compliance with the Protection of Personal Information Act (POPIA), the Financial Sector Conduct Authority (FSCA) requirements, and Postbank's internal data governance policies.
- Contribute to the development and safeguarding of data dictionaries, and oversee secure storage of datasets, code and analytical outputs in designated repositories, ensuring data hygiene, knowledge retention and reproducibility.
- Review BI data models and datasets for compliance, performance and structural optimisation prior to publication.
- Identify and propose solutions for data-quality issues or concerns, to ensure the integrity and hygiene of data for auditable business reporting.

People Management

- Clarify role expectations, priorities and standards for direct reports through regular review of job profiles.
- Lead the performance cycle for direct reports: set goals, conduct regular performance appraisals / reviews and provide timely feedback.
- Coach and mentor direct reports to build capability and encourage professional growth by recognising achievements, supporting individual development plans, identifying skills gaps and coordinating opportunities for training / learning and development.
- Allocate and balance work, set delivery timeframes, and maintain team capacity through leave management.
- Partner with HR on workforce planning; participate in recruitment, selection, onboarding and probation management.
- Promote a positive, inclusive, respectful team climate that supports wellbeing, safety and constructive collaboration and engagement.
- Oversee adherence to HR policies and South African Labour Legislation in people practices.
- Address performance, conduct and attendance issues promptly; manage grievances and, when necessary, initiate disciplinary steps in line with procedure.
- Encourage continuous improvement and adopt enabling tools and technology that enhance team effectiveness.

Qualifications and Experience

- Bachelor's degree in computer science, Data Science, Machine Learning, or relevant field (NQF Level 7)
- Honours / Masters in relevant field (NQF Level 8 / 9 (Ideal)
- 5+ years of experience in Relevant Business Intelligence-related experience at a specialist level
- 3+ years of experience in Managerial / Team Leading experience
- Relevant experience in the Banking Industry (Advantageous)

Skills and Attributes

- Uncompromising integrity, honesty, and professional ethics.
- Respectful and professional conduct at all times.
- Strong personal accountability and ownership.
- A commitment to excellence in every deliverable.
- High levels of resilience and perseverance when facing obstacles.
- Self-motivation and the ability to operate independently.
- Continuous learning and intellectual curiosity.
- Loyalty to team objectives and organisational success.

Phase	Target Skills & Algorithms	Tech Stack Mapping
1. Core Data & BI Engineering	Database optimization, automated ETL pipelines, stored procedures.	SQL Server (SSMS, SSIS), Power Query
	Advanced data modeling, context filtering, row-level security, cloud deployment.	Power BI (DAX), Tableau
	Statistical profiling, macro migration, legacy predictive validation.	SAS
2. Predictive AI & Automation	Binary classification, feature engineering for upsell/cross-sell propensity modeling.	Python (scikit-learn, XGBoost), R, SQL Server
	Regression trees, ensemble learning, automated lead generation scoring engines.	Python, SQL Server, Power Query
	Survival analysis, lifetime value (LTV) estimation, NLP for service ticket intent.	Python (lifelines, HuggingFace), R, Power BI
3. Advanced Optimization & Geo	Location allocation algorithms, spatial clustering, spatial regression.	ArcGIS, Python (GeoPandas, PySAL)
	Constrained optimization, attribution modeling, marketing mix modeling (MMM).	Python (SciPy.optimize), R
	Bridging deep tech with executive business decisions, setting architectural patterns.	Full Ecosystem Transformation

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to RecruitmentSN@Postbank.co.za. Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

16 September 2026

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, we encourage and welcome applications from diverse groups from the South African Employee active population. Correspondence will be limited to short-listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

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