

JOB TITLE	:	MANAGER: MIS AND REPORTING
REPORTS TO	:	HEAD: ANALYTICS
BUSINESS UNIT	:	OPERATIONS
LOCATION	:	HEAD OFFICE: PRETORIA
POSITION STATUS	:	PERMANENT
POSITION GRADE	:	D2

Purpose of the Job

The MIS & Reporting Manager is accountable for leading Postbank's MIS, reporting and operational analytics capability across assigned enterprise reporting domains. The role translates strategic, regulatory and operational priorities into an integrated MIS and reporting portfolio, defines reporting standards and governance controls, manages a team of eight reporting and analytical resources, and ensures the delivery of accurate, timely, auditable and decision-ready information to executive, regulatory, operational and business stakeholders.

Job Responsibilities

MIS and Reporting Strategy, Portfolio and Standards

- Translate Postbank strategic, operational and regulatory priorities into an integrated MIS and reporting roadmap.
- Own the reporting delivery portfolio across recurring, executive, operational, regulatory and ad hoc reporting streams.
- Define and enforce standards for report design, data definitions, metric ownership, refresh frequency, reconciliation, evidence retention and version control.
- Prioritise reporting requests based on risk, regulatory urgency, business value, operational dependency, resource availability and data readiness.
- Advise the Head: Analytics and senior stakeholders on reporting gaps, risks, dependencies, trends and decision-support requirements.

Enterprise Reporting Delivery and Stakeholder Management

- Lead the design, development, enhancement and delivery of dashboards, scorecards, operational packs, regulatory packs and management reports.
- Translate complex stakeholder requirements into reporting specifications, data logic, definitions, business rules, quality checks and delivery plans.
- Coordinate reporting dependencies with BI, data engineering, automation, operations, risk, finance, compliance and business units.
- Review and approve critical reporting outputs before submission to senior stakeholders or formal governance forums.
- Present insights, exceptions, trends, risks and recommended actions in a clear decision-ready format for technical and non-technical audiences.

Data Governance, Data Quality and Auditability

- Own reporting controls for data lineage, reconciliation, completeness, accuracy, timeliness, reproducibility and evidence retention.
- Ensure compliance with POPIA, FSCA requirements, Postbank data-governance standards, information-security rules and internal control expectations.
- Maintain reporting catalogues, data dictionaries, metric definitions, calculation logic, report ownership matrices and issue logs.
- Oversee investigation and remediation of data-quality defects, reporting discrepancies, control failures and stakeholder escalations.
- Coordinate audit, assurance, internal control and regulatory evidence relating to MIS and reporting outputs.

People, Resource and Performance Management

- Manage a team of eight reporting and analytical resources, including Senior Data Analysts, Data Analysts and MIS / reporting resources.
- Allocate work, set delivery priorities, manage deadlines, monitor workload and ensure continuity of critical reporting processes.
- Set role expectations, conduct performance reviews, coach analytical capability and support individual development plans.
- Participate in recruitment, onboarding, probation input, skills planning, succession planning and team-capacity management.
- Promote a high-accountability, service-oriented, governance-compliant and collaborative reporting culture.

Qualifications and Experience

- Bachelor's degree in Computer Science, Information Technology, Data Science, Statistics, Business Analytics, Finance, Commerce, or a relevant quantitative/technology field (NQF Level 7).
- Honours or Masters degree in Data Science, Business Analytics, Information Systems, Statistics, Finance, Management, or related field (NQF Level 8/9) (Ideal)
- 8+ Years MIS, reporting, data analytics, BI, operational analytics, regulatory reporting or data-management experience, including ownership of complex cross-functional reporting portfolios
- 5+ Years Managerial, supervisory, technical-lead or portfolio-lead experience over analysts, reporting specialists, BI developers or delivery resources
- 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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