



TERMS OF REFERENCE

Assistant Operations Support Officer

Vacancy Reference: GSW/JD/AOSO/20260615/01 · Date Issued: 15th June 2026

Position Title	Assistant Operations Support Officer (x1)
Department	Operations Department
Reports To	Chief Operations Officer (COO)
Day-to-Day Supervision	Designated Operations Team Lead
Location	Gamswitch Head Office
Employment Type	Full-Time, Permanent
Salary Band	Commensurate with experience – per approved compensation framework
Application Deadline	30 th June 2026

1. Purpose

This Terms of Reference defines the role, responsibilities, scope of work, and reporting structure for the Assistant Operations Support Officer position within Gamswitch's Operations Department.

2. Background

Gamswitch serves as the national payment switch for The Gambia, mandated to provide a secure, interoperable, and resilient digital payment infrastructure that underpins the country's financial ecosystem. Our platform connects banks, mobile money operators, fintechs, and merchants, processing thousands of transactions daily across multiple payment channels.

To strengthen day-to-day operations and ensure uninterrupted payment services, Gamswitch seeks to engage an Assistant Operations Support Officer. This role will support transaction monitoring, reconciliation, incident follow-up, reporting, and stakeholder coordination.

3. Objectives of the Role

To provide operational support across Gamswitch's core payment switch activities — ensuring timely monitoring, accurate reconciliation, effective incident management, and clear reporting to ensure that payment services remain reliable, compliant, and responsive to the needs of all participating institutions.

4. Scope of Work & Key Responsibilities

The Assistant Operations Support Officer will be responsible for the following:

4.1 Transaction Monitoring & Exception Handling

- Monitor daily transaction flows across all payment channels and identify failed transactions, delays, service interruptions, and other exceptions requiring attention.
- Log, track, and follow up on all operational incidents and escalations to ensure timely resolution and proper closure.
- Monitor switch dashboards and infrastructure alerts; escalate anomalies such as downtime, latency spikes, or failed message types to the Technology team promptly.

4.2 Reconciliation & Settlement Support

- Support reconciliation and settlement validation processes, including the investigation and resolution of exceptions, variances, and disputed items.
- Support documentation and tracking of card scheme dispute and chargeback cases referred by member banks.
- Maintain organized digital filing of incident reports, reconciliation records, and correspondence to ensure audit readiness.

4.3 Reporting

- Prepare routine and ad-hoc operational reports covering transaction volumes, service issues, incident trends, and performance indicators.
- Assist in preparing data extracts and reports for regulatory submissions and compliance reviews.
- Support development and updating of knowledge-base articles and standard operating procedures (SOPs) based on recurring operational issues.

4.4 Stakeholder & Member Coordination

- Liaise with internal departments and participating institutions on operational queries, service issues, and follow-up actions.
- Assist in compiling data and documentation for UAT and integration testing of new member institutions or services.
- Maintain accurate operational records and contribute to the continuous improvement of processes, controls, and compliance practices.

5. Reporting Structure

The Assistant Operations Support Officer will report directly to the Chief Operations Officer (COO). Day-to-day task assignments and operational guidance are provided by the designated Operations Team Lead. Formal performance appraisals are conducted in accordance with Gamswitch’s staff performance management framework.

6. Qualifications & Skills Required

Requirement	Detail
Education	Bachelor’s degree or Diploma in Banking and Finance, Accounting, Business Administration, Information Technology, Economics, or a related field.
Experience	Minimum of 2 years of relevant experience in banking operations, payment services, reconciliation, settlement support, or a related operational role. Working knowledge of electronic payment systems, ATM/POS operations, fund transfers, settlement, and reconciliation is an added advantage.
Soft Skills	Strong attention to detail and accuracy; good analytical and problem-solving skills; effective communication and interpersonal skills; high level of integrity, confidentiality, and professional conduct; ability to work under pressure in a 24/7 environment.

7. Deliverables

- Timely and accurate monitoring, reporting, and escalation of operational issues, with incidents logged within 30 minutes of detection.
- Operational incidents tracked, followed up, and resolved within agreed service level agreements, with documented closure.
- High level of accuracy maintained in reconciliation, settlement support, and exception handling; reconciliation exceptions resolved within agreed turnaround times.
- Operational reports (daily, weekly, and monthly) delivered accurately and on schedule.
- Recurring issues identified and documented with process improvement actions; continuous reduction in repeat incidents.
- Consistent compliance with operational procedures, internal controls, and service standards, with positive stakeholder feedback on responsiveness and quality.

8. Conditions of Engagement

- The role is a full-time permanent position, subject to a probationary period as specified in the contract of employment.
- Remuneration and benefits are determined in accordance with Gamswitch's approved compensation framework.
- The appointment shall be governed by the terms and conditions of employment of Gamswitch Company Ltd. The successful candidate may be required to work flexible hours, including outside normal working hours, in line with operational demands and service continuity requirements.
- The successful candidate must sign Gamswitch's Non-Disclosure and Confidentiality Agreement and comply with all operational, security, acceptable use, and data protection policies from the date of commencement.
- Strict confidentiality of all transaction data, system information, operational records, and organizational information is mandatory throughout and after employment.

9. Application & Selection Process

Interested and suitably qualified candidates are invited to submit their applications through the Gamswitch website:

<https://www.gamswitch.com/careers/apply/assistant-operations-support-officer>

Applications must include the following:

- An updated Curriculum Vitae (CV) of no more than four (4) pages, including a clear summary of relevant work experience and key achievements in each role.
- A cover letter of no more than one (1) page describing a specific operational challenge you have resolved and the key lessons learned.
- Copies of relevant academic and professional certificates.
- Identification documents (National ID, Birth Certificate, Passport).
- Contact details of two (2) professional referees who can speak directly to your operational skills.

Submission Deadline: 30th June 2026

Only shortlisted candidates will be contacted. Gamswitch reserves the right to close the recruitment process once a suitable candidate has been identified.

10. Equal Opportunity & Confidentiality

Gamswitch is committed to a fair, transparent, inclusive, and merit-based recruitment process. All applications shall be treated with strict confidentiality and considered without discrimination, in accordance with applicable internal policies, employment principles, and relevant regulatory requirements. Personal information submitted by applicants shall be used solely for recruitment and selection purposes.