

JOB ADVERT

About UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and three (3) global financial centers: London, Paris and New York. UBA has evolved into a Pan-African, provider of banking and related financial services through diverse channels globally.

United Bank for Africa Uganda represents UBA's pioneer country activities in the East and Southern African sub-region. With a growing network of branches and ATMs across the country, the bank continues to expand the retail and commercial playing field in Uganda by delivering unique financial products and solutions. The bank is seeking to recruit the following highly motivated, competent, result oriented and dynamic professionals for the following positions;

TITLE: RELATIONSHIP MANAGER – EMBASSIES, MULTILATERAL AND DONOR ORGANIZATIONS (EMDO'S)
REPORTS TO: HEAD, EMBASSIES, MULTILATERAL AND DONOR ORGANIZATIONS (EMDO'S)
DEPARTMENT: EMBASSIES, MULTILATERAL AND DONOR ORGANIZATIONS (EMDO'S)
DUTY STATION: HEAD OFFICE

JOB OBJECTIVE

- To prospect, acquire, convert and seamlessly on-board EMDOs mandates in line with the overall Bank strategy.
- To deepen existing relationships and growing the Bank's market share of the EMDOs business.

Duties and Responsibilities

- Engage the Embassies and Donor agencies and pursue for account opening especially on new projects.
- Follow through on all service commitments to ensure excellent service and product delivery to Embassies, Multilateral and Donor Organizations communities as agreed.
- Build relationships consistent with market penetration targets, including annual relationship plans, monthly business development plans/pipeline and relationship/account profitability.
- Network with key stakeholders in EMDOs community to ensure that the Bank is included in their database and invited to events, Request for Information and Request for proposals.
- Actively engage the Retail and digital banking team for input in sales pitches and proposals.
- Actively look for Sustainable Development Goals (SDG) related events and causes for possible partnerships/sponsorship that the Bank can derive value from.
- Identify and update a database of Embassies, Multilateral and Donor Organizations (EMDO's) and identify business opportunities.

JOB REQUIREMENTS

Education

- Bachelor's degree (or equivalent) with a concentration in Business Administration, Management, Finance, Economics or marketing preferred. Master's degree a plus.

Experience:

- Minimum of 3-5 years' experience in managing relationships, leading sales teams and/or acting as a business development manager in a financial services firm.
- Banking experience, preferably EMDO's relationship banking; Marketing & Embassy Knowledge.
- Experience in other donor or business consulting organizations is acceptable.
- Good understanding of Digital banking solutions.
- Strong understanding of the concepts behind business development, sales methods and marketing.
- Ability to create meet-up events for presentations as well as participate in high-level meetings.
- Proven track record developing new corporate accounts or donor organization, embassies, government, large commercial, non-governmental and other sectoral relationships.
- Ability to develop and maintain productive associations with organizations operating in diverse economic sectors.
- Willingness and ability to attend and participate in customer networking events or travel on short notice.
- High level of self-motivation and ability to see things through to logical conclusion
- Effective sales and negotiation skills
- Strong customer service orientation with excellent responsiveness
- Excellent verbal and written communication skills and demonstrated leadership ability.

TITLE: RELATIONSHIP MANAGER – SME BANKING
REPORTS TO: BRANCH MANAGER
DEPARTMENT: RETAIL BANKING
DUTY STATION: UBA BRANCHES

- To deliver exceptional retail business performance through excellent customer servicing, sales and transactional processing in a branch.

DUTIES AND RESPONSIBILITIES

- Achieve and surpass the set targets of all lines/products of retail banking in line with the Branch target and business strategy.
- Participate in the implementation of Branch Business strategies and plans with an objective of identifying business opportunities and financial products generation to enable achievement of targeted growth objectives in line with the Retail business plan.
- Establish and maintain effective relationships with new and existing customers by identifying customer needs and attending on the suitability of services for effective and timely customer service delivery.
- Provide feedback on effectiveness /review of current customer processes to guide in product development and business/service improvement and participate in product launches for favourable market response.
- Contribute to the effective launching of new products to ensure favorable market response and optimum build-up of revenue.

JOB REQUIREMENTS

Education

- A university degree from any reputable university
- Higher degrees/MBA/professional certificates desirable

Experience:

- Minimum experience of four (4) years relevant experience in Retail or SME Banking

Skill/Competencies

- Good understanding of SME Sector and trends in Uganda
- Display a track record for achieving positive results in terms of profit and customer satisfaction.
- Good Knowledge and understanding of Banking/Financial products and policy regulations.
- Excellent customer service orientation
- Excellent communication skills
- Strong sales/cross-selling skills
- Strong negotiation skills
- Problem solving abilities
- Networking skills

How to apply

All interested candidates should send CV, application letter and copies of academic certificates to **ubaugandahr@ubagroup.com** addressed to;

Head of Human Capital Management
United Bank for Africa
Plot 2, Jinja Road
P.O BOX 7396,
Kampala, Uganda.

Deadline for application: Friday, 17th June , 2022.

