

JOB ADVERT

ABOUT UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and four (4) global financial centers: London, Paris, New York and Dubai. 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;

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|--------------------------|---------------------------------|
| JOB TITLE: | SME RELATIONSHIP MANAGER |
| DEPARTMENT/ UNIT: | BUSINESS |
| REPORTS TO: | BRANCH MANAGER |

JOB OBJECTIVE(S)

- To develop and drive the bank's SME strategy for sustainable growth through maintaining high quality products, propositions and solutions pertinent to the segment.

DUTIES & RESPONSIBILITIES

- Deliver exceptional sales performance by identifying and meeting customer needs through selling and cross selling of UBA Products & services.
- Achieve and surpass the set targets of all lines/products of retail banking in line with the Branch and segment target and business strategy.
- Participate in the implementation of 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, establishing their 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 favorable market response.
- Adhere to the Bank's/Regulatory Authority policies and guidelines are complied with at all times.
- Implement and track customer financial plan in conjunction to Business Manager.

KEY PERFORMANCE INDICATORS

- o Exceptional sales/business performance.
- o Attainment of set business target
- o % age of revenue generation Vs the target.
- o Effective customer relationships for efficient customer service/delivery.
- o Product development and Level/quality of market response.
- o 100% compliance to Bank's/Regulatory Authority policies and guidelines.
- o Quality of business and loan portfolio.
- o Budget _ Financial KPI (Number and Value).
- o %age of active and Impactful Accounts

JOB REQUIREMENTS

Education:

- o A University degree holder from a reputable University.
- o Experience 3-5 years' experience in SME/ Retail banking

KEY COMPETENCY REQUIREMENTS

Knowledge

- o Display a track record for achieving positive results in terms of profit and customer satisfaction.
- o Good Knowledge and understanding of Banking/Financial products and policy regulations of these products.
- o Strong ability to "sell" himself/herself to internal peers and employees to get cooperation necessary to achieve goals.

Skill/Competencies

- o Excellent customer service orientation.
- o Must have a positive 'can do' attitude
- o High level of integrity
- o Excellent communication skills
- o Strong sales/cross-selling skills
- o Strong product knowledge
- o Strong negotiation skills
- o Problem solving abilities
- o Networking skills

HOW TO APPLY

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

Head of Human Capital

United Bank for Africa

Plot 2, Jinja Road

Kampala, Uganda.

Deadline for applications is 20th May 2025.

