

- Monitor operational delivery of customer requirements, log and create written responses to customer complaints, summarize systemic failures and raise to the Head Public Sector for further follow-up at Management level.
- Perform any other follow up or duties assigned as related to the sales function.

KEY PERFORMANCE INDICATORS

- Growth of portfolio by size (Assets & Liabilities).
- Ratio of non-performing assets relative to total portfolio.
- Increase product penetration for the customers under management.
- Turn-Around-Time on customer deliverables.
- Customer complaints/queries received on portfolio.
- Revenue (Interest and non-funded income-fees and commissions).

JOB REQUIREMENTS

Education

- A University degree in Business Administration, Finance, Economics or Management.
- A Masters degree in any of the above fields and/or Part or Full professional qualifications in accounting/Finance (ACCA/CPA/CFA), or equivalent will be added advantage.

Experience:

- Minimum four-year experience in Corporate Banking.

Skill/Competencies

- Proficiency in credit origination and analysis.
- Proficiency in EXCEL and WORD.
- Good knowledge of the product offering at corporate level.
- All round product knowledge in Banking.
- Excellent knowledge of the Financial Institutions Statute 2004 together with Regulations on Credit Lending.

Knowledge

- Technical ability to read & interpret financial statements presented for Credit assessment.
- Good presentation, interpersonal, communication and negotiation skills.
- Ability to work under pressure and independently achieve results with minimum supervision.

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 Wednesday, 13th May, 2026

