

- Review and update the Agent performance KPIs and manage the Agent evaluation process to ensure that all Agents are delivering high levels of customer service.
- Ensure that all Agents comply with all applicable operational guidelines and identify, report, and address any fraud that occurs within the network. Put in place structures and procedures to receive and respond to customer and staff feedback regarding the performance of Agents.
- Ensure that all new initiatives aimed at the service, recruitment, and retention of customers are implemented across the Agent network, including new functionalities available through the in-house service and marketing initiatives.
- Ensure that Agents have sufficient liquidity to meet customer needs through the management of the liquidity forecasting and delivery processes. Ensure that liquidity is delivered to Agents in a timely and cost-effective manner.
- Manage the activities of all third parties recruited by UBA to assist with the development and operation of the network.
- Manage the relationship between UBA and the Agents and ensure that Agents are motivated and contented in their work, and ensure effective communication between DBUL and Agents.
- Ensure that Agents are highly visible to customers and build a strong brand within the market.
- Ensure that all customers and staff know the location of Agents in their area.
- Manage the Agent network expansion to ensure an effective partnership with ALL stakeholders as they develop their Agent networks.
- Collect and consolidate reports for Agency Banking for onward submission to the regulator as per agreed timelines.

JOB REQUIREMENTS

Education

- Bachelor's degree in Business, Finance, Economics, or a related field from a reputable university.
- A Master of Business Administration (MBA) or relevant professional qualification is an added advantage.

Experience:

- Minimum of 4 -10 years of experience in Agent banking.

Skill/Competencies

- Excellent customer service orientation.
- Must have a positive 'can-do' attitude
- Good presentation and negotiation skills
- High level of integrity
- Excellent communication skills

- Strong sales/cross-selling skills
- Good motivational and training skills
- Strong product knowledge
- Attention to details
- Good Interpersonal Skills
- Strong leadership and negotiation skills
- Problem-solving abilities
- People management skills
- Resource management skills
- Team working skills
- Tough and resilient
- Performance development skills
- Planning and organization skills
- Highly developed coaching & feedback skills
- Computer skills.

HOW TO APPLY

All interested candidates 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 Friday, 26th June 2026.