

EXTERNAL 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;

JOB TITLE: RELATIONSHIP MANAGER - OIL AND GAS
REPORTS TO: SECTOR HEAD OIL AND GAS

JOB OBJECTIVE(S)

- To deliver exceptional Oil & Gas business performance through excellent customer servicing, sales and transactional processing. To offer operational support while ensuring that seamless customer service and day to day back office operations for commercial banking are maintained.

DUTIES AND RESPONSIBILITY

- Deliver exceptional sales performance by identifying and meeting customer needs through selling and cross selling of UBA Oil & Gas Products & services.
- Achieve and surpass the set targets of all lines/products of Corporate banking in line with the Oil & Gas target and business strategy
- Participate in the implementation of Oil & Gas 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 Corporate & Commercial 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 favourable 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 Team lead, Oil & Gas.

Other key responsibilities

- Timely handling of daily inward clearing cheques that could possibly be returned the following day
- Preparation of at least 2 annual reviews and 2 new to bank credit application memos per quarter.
- Follow up on customer queries referred to you by the Corporate & Commercial relationship team with the goal of resolving such issues within 48 hours.

- Co-ordination, enforcement and ensuring that turnaround is adhered to in the execution & implementation of work generated by the commercial banking relationship team such as follow up and closure on drawdown tickets for commercial banking.
- Follow up on and ensuring accuracy of post approval documentation submitted to the Credit Administration and legal departments
- Extraction and circulation of daily performance reports to include assets, liabilities, PBT and revenue performance reports for your sector.
- Co-ordination of various reports from various departments such as arrears, overdrawn accounts, exceptions. expired insurance policies and valuation reports among others.
- Generation and ensuring that all Credit Reference Bureau data is input, updated and well maintained in the
- Preparation of letters, reports and memos for the Corporate & commercial banking relationship team
- Ensure that all call reports and customer credit / legal documentation is maintained on the credit files
- Maintain mirror files within Corporate & commercial for all commercial customers
- In conjunction with the Relationship Team, you will ensure that all commercial accounts are KYC compliant at all times
- Participate and take down minutes in departmental and other team meetings

Any other duties as may be assigned from time to time

KEY DELIVERABLE

- Account Reactivations
- New To Bank Accounts
- Deposit Mobilisation
- Forex Volume
- Complaint / query resolution
- Accounts in arrears
- Accounts in excess / overdrawn

JOB REQUIREMENTS

Education

- A University degree holder from a reputable University.
- A financial or post graduate qualification would be an added advantage.
- Minimum of 4 years banking experience.

Experience:

- Minimum four years of experience in Corporate Banking.

KEY COMPETENCY REQUIREMENTS

Knowledge

- 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 of these products.
- Strong ability to "sell" himself/herself to internal peers and employees to get cooperation necessary to achieve goals.

Skill/Competencies

- Excellent customer service orientation.
- Must have a positive 'can do' attitude
- Smart appearance
- 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 negotiation skills
- Problem solving abilities
- Networking 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 Tuesday 1st September 2026.

