

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 - PUBLIC SECTOR**
REPORTS TO: **HEAD PUBLIC SECTOR**

JOB OBJECTIVE(S)

- To grow and manage the public segment and collections function by increasing the number of accounts, liabilities (deposit balances), assets, and product utilization through customer acquisition, cross-sell, and relationship management.

DUTIES AND RESPONSIBILITY

- Prospecting, selling & engaging public sector bodies to achieve growth and profitability of this segment through new accounts and balances therein from new & existing portfolio.
- Create/develop public sector customer proposals based on the needs analysis and follow through the sales process.
- Drive utility growth and collections in liaison with the entire sales team and marketing initiatives.
- Create a lead base of external target market through networking, customer referrals and attending relevant social events, seminars, trade shows and industry events.
- Conduct regular face-to-face customer visits, site visits, and write/share updated call reports for each visit to mine relationships.
- Monitor & control accounts under respective portfolios to maximize balances, cross-sell & revenue.
- Attend to day-to-day + medium-term needs of public sector customers in portfolio as part of relationship mgt.
- Work hand in hand with, communicate/co-ordinate with Sales/Branch/Credit teams on requirements & expectations to achieve the above.
- On a regular basis, interface with product specialists in other areas of the bank (especially E-Banking) to ensure that product knowledge is kept up to date and that all opportunities are followed up.
- Manage own calling programme, including identifying names to call on in a particular week and setting up the meetings.
- On a weekly basis, compile a report on the calling programme for the week and sales progress against the targets as agreed. Present the report to the Head Public Sector
- 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-Times on customer deliverables.
- Customer complaints/queries received on portfolio
- Revenue (Interest and non-funded income-fees and commissions)

JOB REQUIREMENTS

Education

Minimum education level

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

Experience:

- Minimum four years of experience in Corporate Banking.

KEY COMPETENCY REQUIREMENTS

Knowledge

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

Skill/Competencies

- Proficiency in credit origination and analysis
- Strong Business Acumen
- 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.

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, 18 August 2026.

