JOB ADVERT

UBA
United Bank for Africa

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: **BRANCH MANAGER**
REPORTS TO: **HEAD RETAIL BANKING**

JOB OBJECTIVE(S)

- To deliver exceptional business performance through excellent customer servicing, sales and transactional processing in a branch.
- To establish and maintain positive customer relationships, plan and deliver an effective marketing strategy and monitor the progress of new and existing products; as well as provide operational management support on a day-to-day basis

DUTIES AND RESPONSIBILITY

- Increase customer retention and growth through an aggressive cross-sell of the bank's relevant financial products and thereby promote an optimum build-up of revenue.
- Prepare annual marketing plans and strategies for financial products generation to enable achievement of targeted growth objectives.
- Conduct market intelligence and competitor analyses in order to prepare marketing plans and strategies, with an objective of identifying business opportunities and maximizing them.
- Effective and timely customer service delivery according to prescribed SLAs.
- Responsible for brand and ambiance to ensure a customer-friendly environment.
- Establish and maintain effective relationships with new and existing customers, establishing their needs and attending to the suitability of services.
- Provide feedback on effectiveness /review of current customer processes.
- Ensure that the banks /Regulatory Authorities' policies and guidelines are complied with.
- Evaluate new and renewal lending proposals, negotiate terms with customers and, where appropriate, submit proposals to the credit department for approval;
- Recommend development of various products based on customers' feedback.
- Contribute to the effective launching of new products to ensure favorable market response and optimum build-up of revenue –sales campaign management
- People management -Build, develop and motivate a high-performance team committed to achieving success through each other by Coaching and mentoring the team.
- Cost management – Ensuring optimal utilization of resources (material, human) made available in business operations.

KEY PERFORMANCE INDICATORS

- Budget _ Financial KPI (Number and Value)
- Profitability.
- Number of dormant, inactive, and closed accounts as a percentage of total accounts
- Number of accounts with incomplete documentation as a percentage of total accounts
- Quality of loan portfolio (Nonperforming loans to total loan portfolio ratio).
- Quality and completeness of information on CAM/Credit request.
- Number of customer complaints/Compliments – customer service
- Cost vs Performance
- Core Values

JOB REQUIREMENTS

Education

- A University degree holder. A financial qualification or associate such as CIB, IOS, CFA, ACCA, etc and an MBA would be an added advantage

Experience:

- Minimum of at least five (5) years of banking experience in retail.

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, services and policy regulations of these products in the market.
- A detailed understanding of the retail business processes and operating procedures, with thorough knowledge of operating instructions and audit requirements.
- A good understanding of retail business plans, operating structures and key interfaces.
- An in-depth knowledge and understanding of relevant legislation e.g KYC, Money laundering, service standards e.t.c
- An excellent understanding of the outlet's performance objectives: gross sales, cost management, risk, rigour and income contribution.
- A good understanding of the bank cash management procedures and technical support system.
- Key competitor metrics
- 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
- 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 Monday, 30 November 2026.



UBA is regulated by the Bank of Uganda and customer deposits are protected by the Deposit Protection Fund of Uganda.

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