



## **JOB ADVERTISEMENT**

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|---------------------------|---|
| <b>Position:</b>          | <b>Relationship Manager Institutional Banking</b> |
| <b>Department:</b>        | Institutional Banking                             |
| <b>Job Grade:</b>         | Band 5  |
| <b>Position Location:</b> | Head Office                                       |
| <b>Reports to:</b>        | <b>Head of Institutional Banking</b>              |
| <b>No. of Vacancies:</b>  | One (1)   |
| <b>Closing Date:</b>      | May 26, 2017.                                     |

### **Purpose of the Position**

To grow Liabilities as per set targets and manage allocated relationships within agreed parameters.

#### **1. Relationship Management**

- Ascertain that all relevant documentation required for Institutional Banking accounts is obtained.
- Ensure all bank interest charges/waivers and other set Institutional Banking parameters are duly implemented in the system.
- Ensure no relationship lapses on assigned accounts.
- Support client confidence through solid delivery of expected benefits such as cost-efficient finance, improved efficiency of financial administration and reliability of required service standards support client confidence.
- Support in the development/deepening of existing business relationships and increase profitability/customer wallet size.
- Ensure 24 hour maximum turnaround time in resolving customer queries and issues.

#### **2. Budget/Financial Goals**

- Grow Institutional Banking customer base and business volumes as per agreed targets.
- Generate and improve profitability on a portfolio of new customer relations.
- Cross sell Bank products and services.
- Ensure that applied credit interest rates are minimal or managed within guidelines and limits set by the Bank and in adherence to regulatory requirements.

#### **3. Research**

- Develop an intimate understanding of the client and their industry/business, analyse their modus operandi, management practices, judgement of various influential decision makers and market conditions affecting the long-term viability of the company/institution and its sector.
- In-depth understanding of financial service trends and Institutional Banking practice both nationally and internationally.
- Identify barriers to business growth and sustainability that emanate from service dissatisfaction and competition from other service and product providers (market intelligence).
- Awareness and intimate understanding of the activities of the traditional and non-traditional competitors and the impact on our Institutional Banking client relationships.

#### **4. Personal Development/ Staff Management**

- Familiarize one-self with all the Bank products and services.
- Ensure departmental meeting attendance.
- Regularly review performance against agreed objectives.
- Identify skills gaps and bring them to the supervisors' attention.
- Maintain consistent and cohesive team work with colleagues within the department and bank wide.

## **Job Specifications**

### **Academic Qualifications:**

- Commerce degree or equivalent.
- MBA would be an added advantage.

### **Professional Qualifications:**

- Associate of the Uganda Institute of Bankers (UIB), Associate of the Chartered Institute of Bankers (ACIB) will be an added advantage.

### **Work Experience:**

- 3 years experience in main-stream banking operations/service delivery.
- 2 years experience in sales/marketing of financial products and services, preferably Institutional Banking.

### **Technical skills**

- Financial analysis Skills
- Analytical business and investment appraisal Skills
- Technology Skills
- Industry knowledge

### **Personal attributes**

- Goal driven and results oriented
- Personal Ethics
- Communication Skills
- Interpersonal Skills
- Proactive Initiator
- High Level Energy

**Applications should be emailed to [HR@NC-bank.com](mailto:HR@NC-bank.com), not later than May 26, 2017.**