



PostBank

VACANCY NOTICE

PostBank is a Commercial Bank that is committed to fostering prosperity for Ugandans. The bank is growing and giving opportunity for its employees and the public. PostBank is in need of a competent and achievement driven professional to fill up the below role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: RELATIONSHIP MANAGER-SOCIAL ENTERPRISES (01)

REPORTS TO: SECTOR HEAD-FINANCIAL INSTITUTIONS & SOCIAL

ENTERPRISES

JOB PURPOSE

- The purpose of the role holder is to acquire, grow and manage social enterprises (Non-Governmental Organizations (NGOs), Civil societies, faith-based institutions, social associations, Non-Public sector SACCOs, Labour externalization companies and other social entities). The key responsibilities being customer acquisition, retention and income generation from the sale of banks products.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Mobilisation of deposits for the bank through institutional deposit mobilization with a focus on Non-Governmental Organizations (NGOs), faith-based institutions, SACCOs, social associations, labour export companies and other social entities.
- Growth of the existing deposit book as per the set bank targets through growth of current accounts/collection business as well as wholesale deposits from the focus institutions.
- Growth of the credit facilities under social enterprises sector and ensuring sufficient monitoring of the portfolio.
- New client onboarding through the development of a pipeline of prospective clients to ensure sustainable growth of the Portfolio.
- Keeping abreast of developments in the social enterprises' environment both locally and internationally.
- Identify and address assigned customer needs, ensuring that the overall service provided is in line with customer expectations and the terms of the service offer.
- Maintain a pipeline of prospective clients targeted for purposes of onboarding.
- Provide specialist information, guidance and advise to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.
- Prepare account plans to ensure each relationship is managed according to the bank's expectations with regular reviews of the customer portfolio to assess future needs and ongoing fee/income potential.
- Identifying and developing new business proposals efficiently and expeditiously to ensure that potential new business opportunities are not lost to competitors.
- Manage existing relationships to deepen the relationship for business banking solutions.
- Initiating and monitoring customer/Bank contact at all levels, ensuring that customers enjoy the highest standards of service.
- Ensures that all new businesses are in line with AML/KYC and other laws and regulations and customer information is regularly updated.
- Ensure adherence of all bank's prescribed processes, standard operating procedures and central bank requirements.

BUSINESS BEHAVIOURS & FINANCIAL RESPONSIBILITY

- Set and drive the achievement of sector specific financial targets and achieve the budgeted profitability.
- Goal driven and result-oriented: Enjoys being measured and judged by financial and other performance targets.
- Personal Ethics: Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.
- Communication Skills: Excellent communication skills.
- Interpersonal Skills: Must be a people person, with ability to interact with key stakeholders in the various business sectors.
- Human Resources Management Skills: Staff supervisory skills and ability to train and develop staff.
- Passionate on the job: Staff willing to consistently exceed set objectives within and outside the current their responsibilities

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's degree, preferably in Business and other relevant fields.
- At least five years of relevant experience (specific industry sector experience, such as dealing with industry stakeholders at an Executive level, will be considered an advantage).
- Previous exposure and experience in business/corporate banking is an added benefit.
- Credit management Skills is an added advantage
- Broad knowledge and understanding of how the PostBank works.
- Excellent client engagement skills

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief Human Resources Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Tuesday 16th July 2024 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

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