



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-WORKPLACE BANKING (03)

REPORTS TO: MANAGER PERSONAL BANKING

JOB PURPOSE

- Accountable for managing and sustaining a portfolio of companies (schemes) and other institutions, that have signed up for scheme banking and personal financing solutions for their employees, managing consistency, risk, quality of operational service and turn-around time.
- Responsible for ensuring that we realize value from portfolio of schemes by increasing market share, increasing product holding by employees in the respective schemes and maximizing schemes penetration.
- Responsible for empaneling new schemes with the purpose of growing the portfolio.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Act as a contact for the Schemes, perform appropriate promotional, loyalty and public relations activities in the schemes, coordinating the communication in the schemes including agreed service standards, pricing, relationship team contact points and any product changes
- Work with the personal banking team & Branch Managers including Relationship managers and Sales Coordination to drive delivery of targets through the Schemes value proposition.
- Work closely with the Schemes Administration team to ensure timely invoicing and repayment of loans taken. Pick and follow up with Branches any non-repayment cases in the scheme's portfolio
- Communicate with and train the personal banking team on the product offering and requirements for the schemes, managing the quality of credit files prepared by the personal banking team
- Ensure excellent business relationships are in place with all internal and external stakeholders, to add optimum value.
- Manage the respective Schemes' customer complaints and resolution with the Branches
- Research, review and recommend product or process changes for personal credit in line with customer needs and market changes
- Monitor and ensure adherence to risk service standards
- Identify and implement opportunities for cross selling different products to employees in respective schemes.

FINANCIAL RESPONSIBILITY

- Accountable for the workplace banking business & financial targets as will be agreed using different parameters esp. on customer numbers, Liabilities, Assets and revenue growth.
- Responsible for controlling workplace banking costs to within agreed budget.

BUSINESS BEHAVIOURS

- Ability to build functioning working relationships across organizational, corporate, and cultural boundaries.
- Ability to demonstrate positive image and role model PBU's values and leadership behaviours.
- Must be a person of impeccable integrity.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- A Business degree in finance, Commerce, Business Administration, Economics, Statistics, management or any relevant field.
- Possession of a Certified banking qualification or master's degree in a relevant field would be an added advantage.
- Relevant Practical training in personal banking product management.
- Excellent understanding of the Bank, its strategy and all of its Banking services.
- Solid and proven credit skills with relevant business experience and acumen.
- Must have critical thinking, analytical, attention to detail and problem-solving skills.
- Good verbal and written communication skills
- A minimum of 4 years' experience in a Banking or similar environment of which 3 must be in a Sales, Schemes and People management function.
- Must have an in-depth understanding about personal banking product features, pricing, benefits, positioning, design and promotions.
- Advanced, computer literacy, numerical skills and statistical skills.
- Interpersonal relationship skills, Assertive, "self-starter" personality that is energetic and a natural net worker.
- Team player, ability to work under pressure, and in position to exercise excellent judgment.

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 Resource Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Wednesday 23rd October 2024 at 5:00pm.**
- Only shortlisted candidates will be contacted.

PostBank Uganda Ltd is an equal opportunity employer.

Toll free
0800 217 200

Whatsapp
+256 707 993 930

Email
customerservice@postbank.co.ug

www.postbank.co.ug

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