

JOB ADVERT

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 - FORT PORTAL
DIVISION:	RETAIL
REPORTS TO:	REGIONAL HEAD

JOB OBJECTIVE(S)

- To deliver exceptional business/Branch performance through excellent customer service, sales and transactional processing by establishing and maintaining positive customer relationships and monitoring the progress of new and existing products; as well as providing operational management support on a day-to-day basis.

DUTIES & RESPONSIBILITIES

- Increase customer retention and growth through an aggressive cross sell of the bank relevant financial products and thereby promote an optimum build-up of revenue.
- Conduct market intelligence and competitor analysis in order to develop, and implement Branch Business strategies and plans with an objective of identifying business opportunities and financial products generation to enable achievement of targeted growth objectives in line with the Retail business plan.
- Build tools/programs/mechanisms of effective relationships with new and existing customers by establishing customer needs and attending to the suitability of services to ensure effective and timely customer service delivery according to prescribed SLAs.
- Build, develop and motivate high performance team committed to achieving success through coaching and mentoring the team and providing technical support and leadership to ensure that the team achieves and surpasses the target

- Recommend development of various products based on customer's feedback and contribute to the effective launching of new products to ensure favorable market response and optimum build-up of revenue through sales campaigns
- Review and evaluate new and renewal lending proposals, negotiating terms with customers and, where appropriate, submitting proposals to the credit department for approval;
- Drive adherence to the banks /Regulatory Authorities' policies and guidelines within the Branch

KEY PERFORMANCE INDICATORS

- Increase in customer growth and retention.
- Effectiveness of branch strategies in generating business.
- Increase in revenue build –up/ Budget _ Financial KPI (Number and Value)
- Branch profitability.
- %age of annual target achievement.
- Effective and timely customer service delivery.
- %age of active and Impactful Accounts.
- %age of complete and accurate account documentation.
- Staff engagement and productivity index/score.
- Product development.
- Market share and response.
- Number of approved lending proposals.
- Quality of loan portfolio (Non-performing loans to total loan portfolio ratio).
- Quality and completeness of information on CAM/Credit request.
- 100% staff compliance to banks /Regulatory Authorities' policies and guidelines

JOB REQUIREMENTS

Education:

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

Experience 5-10 years' experience in retail/private banking

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 outlets performance objectives gross sales, cost management, risk, rigour and income contribution.
- 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
- Resource/People 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 staff 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 12th June 2024.

