

JOB ADVERTISEMENT

Position:	Relationship Manager – Public Sector
Department:	Corporate Business
Reporting:	Head of Corporate & Public Sector
Job Grade:	Band 5 - Manager
Position Location:	Head Office
No. of Vacancies:	1
Closing Date:	22 nd December, 2017

Purpose of the role:

Responsible for maintaining existing and acquiring new Public Sector clients. Managing the portfolio to ensure that the bank maximizes its returns from the relationships. Ensuring that customer service levels are maintained at high standards.

Key Responsibilities:

Business Development;

- Identify and acquire new Public Sector clients to grow the liability and asset book.
- Cross selling bank products to ensure maximization of the customer wallet share.
- Develop and implement initiatives for maintaining strong relationships with existing customers as well as develop new relationships that guarantee a profitable portfolio of Public Sector Corporate customers.
- Carry out and document regular customer visits, observe outstanding turnaround time and ultimately ensure provision of quality service to all clients.
- Conduct regular reviews and analysis of the clients' profitability and ensure compliance to banks risk policies.
- Assess and recommend high quality credit facilities for clients and potential clients and thereafter oversee completion of all related security documentation with a view to maximizing earnings and minimizing bad debts.
- Sourcing of market information and monitoring of product development and pricing of competitors and assisting in development of innovative financial packaging for clients, to counter competitive pressures.

Staff Development and People Management

- Lead the Assistant Relationship Manager to ensure proper coverage of the assigned clients.
- Help team members to identify strengths and weakness in their own skills and attributes, review their self-development plans and ensure training and development needs are accommodated.
- Coach/mentor team members on relationship development, service quality and risk.

Cross selling other bank products

- Cross selling to all business units including Personal Banking/Business Banking/Asset Finance/ Treasury / Bancassurance.

Academic Qualifications:

A University degree(Holders of a Business related degree will have added advantage)

Professional Qualifications:

Professional Banking Qualification (AKIB) or Credit Skill certification will have added advantage.

Work Experience:

5 years' proven working experience in a Banking environment, with sound exposure to Business Development and credit, 3 years of which should be at a management level, with at least two "succeed" ratings.

Good understanding of the bank systems.

Proven track record of consistently exceeding set targets.

Excellent Banking product knowledge

Versatility, flexibility, passion and commitment to quality service delivery.

Personal attributes

Results Oriented & Aggressive attainment of goals: Be able to have a personal drive to achieve set goals enthusiastically

Personal Ethics: Must possess a high level of integrity.

Knowledge of Banking and Credit: Well round knowledge of banking operations and processes and excellent knowledge of credit standards and procedures.

Decisive and Independent: Ability to work independently, consult and clarify where necessary and make informed and firm decisions.

Interpersonal Skills; Excellent interpersonal skills, with the ability to establish and develop relationships.

Proactive Initiator: Must be pro-active, a self-starter and have the ability to anticipate and advice on strengths, weaknesses, opportunities and threats.

Team work; Ability to work through teams, deliver high quality work within deadlines, and to meet team objectives

Communication Skills: Excellent communication skills both written and oral, including the ability to convey ideas and positions clearly

Negotiation Skills: Strong negotiating and decision-making ability.

Human Resources Management Skills: Leadership Skills, Team Building and ability to train, develop and mentor staff

Interested and qualified candidates should send their applications and updated CV to hr_recruit@nicgroup.com, clearly indicating the role applied for on the subject bar not later than 22nd December, 2017.