

Senior Relationship Manager at NCBA Group

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

The new NCBA has harnessed the power of both NIC and CBA to create a bank that brings together the best of both worlds from cutting edge mobile banking to good old-fashioned relationship management; from scalable business banking to financial services that grow as your business does; from best-in-class choice of products to investment solutions tailored to your specific needs.

Job Purpose Statement

The role holder will manage a portfolio of large corporate customers; serve as their primary point of contact and financial advisor as well as prospect for and acquire new corporate customers to grow the Bank's revenue and share of wallet for the assigned industry in line with the Bank's strategy.

Customer acquisition, satisfaction, growth, retention, cross selling and prevention of business loss are critical to succeed in this role. This role will be responsible for preparation of credit applications, annual reviews and all customer related credit requests for approval.

Apply experience in corporate relationship management to develop, implement and update account plans for the existing portfolio within the assigned industry target market.

Recommend, structure and sell solutions that address the customers' needs, with the support from the solution/product teams in order to meet assigned goals and targets.

Customer engagements and activities to be documented through call reports.

Proactively engage with internal support teams to ensure customer fulfilment while ensuring

strict adherence with all policy requirements including proper documentation, routine portfolio monitoring, controls and exemptions management (compliance with credit, AML/KYC requirements).

Actively coach Assistant Relationship Managers in aid of their achievement of performance targets.

Relevant experience in the specific sector will be an added advantage.

Job Specifications

Academic:

Bachelor's degree from a recognized accredited university.

Master's degree in strategic management or business administration, or other similar relevant qualification.

Professional Experience:

At least 8 years' experience in Corporate Banking, 3 of which should have been in management capacity in a similar sized organisation.

Desired work experience:

Proven track record of consistently achieving a corporate department's financial growth, with a market reputation of being a trusted advisor on matters pertaining to banking.

Significant experience in Corporate Banking. Experience in products, bank operations and customer experience is highly desirable.

In-depth knowledge of the local banking industry, banking products, banking services and banking regulations. Sound working knowledge and understanding of general Corporate Banking regulations and practices.

Experience in Sacco Sector will be an added advantage

Budget/ accountability:

Revenue budget of Kes Mn p.a

Net balance sheet growth of 15% p.a

3 new customers p.a in line with the Corporate Customer Value Proposition): Minimum

Assets Kes m or Liabilities of Kes Mn)

Industry strategy formulation and implementation

Additional KPIs to be assigned by the Sector Head as per bank's performance management policy.

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