

JOB TITLE:		Relationship Manager, Institutional Banking	
JOB OBJECTIVE(S)			
<ul style="list-style-type: none"> Develop business prospects across target markets, specifically NGOs, SACCOs, and other institutional clients. Manage and grow existing relationships with NGOs, SACCOs, and other financial institutions, ensuring continuous income generation and strong business partnerships. 			
REPORTING RELATIONSHIPS			
Reports to Head, Institutional Banking		Supervises: <ul style="list-style-type: none"> NA 	
JOB DESCRIPTION			
Role and Responsibilities			
<ul style="list-style-type: none"> Conduct political, economic, social, and technological analysis to identify emerging opportunities and risks within the NGO and SACCO segments. Develop business prospects across target markets, focusing on NGOs, SACCOs, and institutional clients. Develop and refine marketable products tailored to NGOs and SACCOs to enhance competitiveness and market positioning. Initiate business proposals and proactively pitch solutions to prospective and existing NGO and SACCO clients. Identify, prioritize, and manage banking relationships with targeted NGOs and SACCOs to drive growth and expansion. Appraise funding requests, credit lines, and FX requirements from NGOs and SACCOs, recommending appropriate solutions. Assess risk assets related to NGO and SACCO partnerships and recommend mitigation strategies. Identify opportunities for additional revenue generation by establishing and nurturing strategic partnerships. Expand the customer base by marketing tailored banking products and services to NGOs and SACCOs. Review the financial performance of NGO and SACCO clients and recommend credit facilities to support their operations. Liaise with clients' financial managers to ensure smooth banking operations and provide advisory services. Conduct regular client visits and document engagement activities through call memos. Ensure customer satisfaction through prompt resolution of issues and continuous engagement to foster repeat business. Provide insights on new market opportunities and contacts relevant to NGOs and SACCOs. Manage client relationships, develop account plans, and deliver customized financial solutions 			
EXPECTED OUTCOMES		JOB REQUIREMENTS	
<ul style="list-style-type: none"> Achievement of sales targets within the NGO and SACCO segments. Competitive positioning within the industry through strategic partnerships. Growth in the number of new alliances and relationships with NGOs and SACCOs. Quality of risk asset appraisals and funding solutions provided. 		<u>EDUCATION REQUIREMENTS</u> <ul style="list-style-type: none"> Minimum educational level – B.sc in any relevant area of discipline Higher degrees/ Masters/Professional certifications would be an advantage <u>EXPERIENCE</u> <ul style="list-style-type: none"> Minimum requisite experience – 5 years' relevant experience 	



<ul style="list-style-type: none"> • Increase in business volume and financial performance from NGO and SACCO partnerships. 	<ul style="list-style-type: none"> • Have banking operations, trade finance and correspondent bank experience • Demonstrated experience in managing NGO and SACCO clients.
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COMPETENCIES

<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Deep understanding of the NGO and SACCO sectors and their financial needs. • Strong knowledge of financial services, credit appraisal, and trade finance. • Familiarity with financial regulations affecting NGOs and SACCOs. • Market intelligence in institutional banking. 	<p><u>Key Skills:</u></p> <ul style="list-style-type: none"> • Excellent analytical skills, and be able to process problems and reach conclusions quickly • Excellent numerical skills • Good communication skills • Strong networking skills • Achieving targets within tight deadlines • Leadership skills
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