

Job Title:

Manager – Public Sector, Institutional Banking, Embassies and Donor Organizations (EMDOs)

Job Summary:

The Manager – Public Sector, Institutional Banking, Embassies and Donor Organizations (EMDOs) is responsible for driving growth, deepening relationships, and delivering tailored financial solutions to public sector institutions, embassies, international donor organizations, and institutional clients. The role involves relationship management, business development, trade finance, and stakeholder engagement, with a strong emphasis on understanding client needs across local and international landscapes.

Key Responsibilities:

Business Development & Relationship Management

- Develop and manage relationships with government institutions, embassies, multilateral and donor organizations (EMDOs), and large institutional clients.
- Identify key EMDOs, embassies, and public sector accounts with high business potential and create strategic plans for acquisition and retention.
- Collaborate with the Group EMDOs team and international offices (e.g., London, New York) to coordinate and support relationship management efforts globally.
- Engage clients on new project opportunities and drive account opening, on-boarding, and ongoing relationship management.
- Actively grow the deposit and loan book while increasing non-funded income (NFI) and cross-sell opportunities.
- Prepare and submit quality business proposals, credit appraisals, and funding requests to support client needs.
- Track donor funding flows and identify opportunities for collaboration, especially with SDG-aligned initiatives.

Product & Service Delivery

- Serve as a one-stop point of contact for institutional and EMDO clients, ensuring efficient and timely resolution of service requests.
- Collaborate with internal units (Trade, Treasury, Retail, Digital Banking, Credit, Operations) to deliver tailored financial solutions.
- Maintain deep knowledge of UBA's products and services and articulate value propositions in client engagements.

- Contribute to product development initiatives for public sector and institutional segments based on market needs and trends.

Market & Stakeholder Engagement

- Represent the bank at high-level stakeholder events, donor forums, and embassy functions to enhance visibility and business opportunities.
- Build networks and partnerships with vendors and intermediaries managing donor or government-funded projects.
- Ensure UBA is consistently included in donor and embassy RFI/RFP processes.

Key Performance Indicators (KPIs):

- Volume and quality of new accounts opened across public sector, institutional, and EMDO segments
- Growth in deposits, loans, and non-funded income
- Number of successful mandates won from donor agencies and embassies
- Client retention and satisfaction scores
- Timely delivery of credit appraisals and service-level performance
- Revenue and profitability of the managed portfolio
- Participation in donor/EMDO events, forums, and networks

Job Requirements:

Education & Qualifications:

- Bachelor's degree in Business, Economics, Finance, Marketing, or a related field
- A Master's degree or professional certifications (e.g., CPA, CFA, ACIB) is an added advantage

Experience:

- 5–7 years of relevant experience in banking, with at least 3 years in relationship management involving public sector, institutional, or donor organizations
- Experience with donor organizations, embassies, or multilateral institutions is highly desirable
- Knowledge of digital banking solutions, trade finance, and regulatory frameworks is essential

Skills & Competencies:

- Strong relationship management and business development skills
- Excellent communication, negotiation, and presentation skills
- Deep understanding of banking products and financial services for public and institutional clients

- Ability to coordinate complex client needs across local and international teams
- Proven ability to network, pitch, and win strategic accounts
- Strong analytical thinking and credit appraisal knowledge
- High emotional intelligence, team collaboration, and proactive work ethic