

JOB DESCRIPTION

TITLE:	Relationship Manager -EMDOS
DEPARTMENT:	Embassies Multilaterals & Development Organizations (EMDOs)
REPORTING LINE	The EMDOs RM will report to the Country Head of EMDOs who reports to the Executive Director Business.
LOCATION:	Kenya

JOB SUMMARY:

The Relationship Manager for EMDOs will be responsible for prospecting, acquiring, and converting key EMDOs names identified in country. S/he will also be responsible for deepening existing relationships and growing UBA's market share of the EMDOs business in the respective country.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES

- Identify and update a database of Embassies, Multilateral and Donor Organizations (EMDO's) and identify must win accounts/mandates.
- Continually liaise with Group EMDOs Team to ensure EMDOs mandates are converted and on-boarded seamlessly.
- Follow through engagement with the Must Win list of EMDO's and recurrently submit proposals for their attention.
- Follow through on all service commitments to ensure excellent service and product delivery to EMDOs community as agreed.
- Engage the Embassies and Donor agencies and pursue for account opening especially on new projects.
- Understand the bank's products and services relating to EMDO's
- Support the Country Head in managing UBA Group's EMDOs relationships i.e. account negotiation, opening and management
- Enhance Customer Service efficiency of UBA Group's EMDOs business.
- Build relationships consistent with market penetration targets, including annual relationship plans, monthly business development plans/pipeline and relationship/account profitability

- Network with key stakeholders in EMDOs community to ensure UBA is included in their database and invited to events, RFIs and RFPs across the country.
- Actively engage the EMDOs RMs in London and New York to secure their input and support on all pitches to EMDOs names that are headquartered outside Africa.
- Actively engage the Retail and digital banking team for input in sales pitches and proposals
- Proactively engage all EMDOs in country to understand projects they are funding in Africa and the flow of funds. Sometimes this may mean identifying vendors or agencies from Europe or the US that they may use for execution as these may act as intermediaries and manage the funds on their behalf
- Actively look for SDG related events and causes for possible partnerships/sponsorship that we can derive value from.

SKILLS REQUIRED FOR THE ROLE

- Effective sales and negotiation skills
- Strong customer service orientation with excellent responsiveness
- Excellent verbal and written communication skills and demonstrated leadership ability.
- Proven ability to forge lasting business relationships.
- Strong oral and written communication skills
- Excellent Interpersonal skills
- High level of self-motivation and ability to see things through to logical conclusion
- Willingness and ability to attend and participate in customer networking events or travel on short notice.
- Must have the ability to develop and maintain productive associations with organizations operating in diverse economic sectors.
- Must possess strong understanding of the concepts behind business development, sales methods and marketing
- Must have the ability to create meet-up events, and can put together company symposiums, presentations as well as participate in high-level meetings.
- Proven track record developing new corporate accounts or donor organization, embassies, government, large commercial, non-governmental and other sectoral relationships.

- Experience in other donor or business consulting organizations is acceptable
- Good working understanding of Digital banking solutions.

REQUIRED EDUCATION/QUALIFICATIONS:

- Minimum of 3-5 years' experience in managing relationships, leading sales teams and/or acting as a business development manager in a financial services firm.
- Bachelor's degree (or equivalent) with a concentration in Business Administration, Management, Finance, Economics or marketing preferred. Master's degree a plus.
- Banking experience, preferably EMDO's relationship banking; Marketing & Embassy Knowledge

***Specific duties and responsibilities may vary based upon business needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the position.*

United Bank for Africa is an Equal Opportunity Employer

Job Holder:	Supervisor	HCM
Name:	Name:	Name:
Date:	Signature:	Signature: