

Exciting Opportunity!

Job Title:	Manager, Cash Management
Reports to:	Head, Transactional Banking
Division:	Transactional Banking
Organization:	
Application Details:	Please send your cover letter, CV, and Transcripts to vkatingye@steadmanglobal.com before the end of day Thursday 28th July 2022

1. About NCBA Bank

NCBA Bank Uganda is a retail financial services provider in Uganda, focusing on meeting the banking needs of small and medium enterprises and large corporations. Formed by a merger of NIC Bank and CBA Bank, it is one of the largest banking institutions in East Africa and aims to be a true market leader in Corporate Banking, Asset Finance, and Digital Banking

2. The Position

Responsible for leading Cash Management sales through strategic formulation and execution of Cash Management product and services sales programmes for the entire bank.

3. Key Responsibilities

The responsibilities for this role include:

- i. Responsible for management of the Cash Transactional Budget in collaboration with the relationship management teams in the respective business units/segments.
- ii. Provide necessary support to the relationship teams through sales materials, sales drives etc. to ensure sustainable growth of Transactional income and Volumes.
- iii. Develop sales pipelines of Cash related business in line with overall Account Plans.
- iv. Maintain the existing client base and acquire new businesses from the market and region in which the NCBA Group is represented.
- v. Provide support for approvals for concessionary pricing of cash management products to business units and operations.
- vi. Gather market intelligence on a continuous basis and leverage the information to ensure NCBA Group remains competitive from a pricing and product perspective.
- vii. Develop short term and long term sales and product plans, focusing on customers, competition, revenue growth, product life cycle and service.
- viii. Understand the market in terms of size, share, structure, potential, customer segmentation, buyer behavior and competitor analysis within the region and country for cash management products.
- ix. Organize sales programs to both staff and customers for growth and product penetration of the portfolio, identify new business opportunities and cross sell other key banking products.
- x. Lead the execution and implementation of opportunities arising out of strategic client account plans.

- xi. Develop and support the launching of new initiatives, products, developing enhancements and new product concepts
- xii. Utilize market research and competitor benchmarking exercises to help shape cash management sales, marketing, product, pricing and service strategies.
- xiii. Maintain a proficient knowledge of products, services and capabilities across the bank to ensure relevant and informed client conversations.
- xiv. Implement a team culture that focuses on customer service and service delivery.
- xv. Manage and retain key client relationships and focus on building strategic relationships with key decisionmakers.
- xvi. Manage and coordinate cash management client engagement efforts across relevant business units (when applicable) by ensuring that individuals are clear on their contribution and expected outcomes.
- xvii. Participate in customer surveys (internal and external)
- xviii. Ensure that client information is updated in all the relevant information systems, and when outdated, liaise with clients to gather the updated information.
- xix. Develop in-depth knowledge of the client's strategy, business, financial performance, industry outlook/trends, specific segment knowledge and general macroeconomic issues and trends in the country and ensure that this is transferred to the relevant internal stakeholders
- xx. Ensure the implementation and regular review of product programme guides for all product sets.
- xxi. Coordinate and assume responsibility for compiling and communicating to all stakeholders, on a regular basis, information relevant to cash management portfolio.
- xxii. Review pricing concessions on an annual basis.
- xxiii. Conduct regular portfolio reviews to identify areas of improvement and develop tactical plans towards achieving set risk and compliance criteria.
- xxiv. Responsible for the implementation and adoption (within cash management sales unit) of all Compliance, Anti-Money Laundering and Sanctions related requirements contained in policies, procedures and processes.
- xxv. Develop and agree on an annual basis, individual and team performance objectives, standards and targets in conjunction with Manager, Transactional Banking and ensure that processes are in place to monitor performance against budget.
- xxvi. Provide ongoing coaching and feedback to direct reports. JD Manager, Cash Management Page 3 of 5
- xxvii. Identify development and training needs and develop plans to meet set objectives in the identified areas.
- xxviii. Provide technical and product training to staff in the Bank as well as conduct forums and workshops to support business units across the group