



FINANCE TRUST BANK

JOB OPPORTUNITY

Finance Trust Bank (FTB) is now a Tier 2 Financial Institution that is regulated by the Central Bank of Uganda. The bank serves a clientele of over 300,000 depositors and over 37,000 borrowers, through a network of 34 branches countrywide. The bank offers a variety of Products and services including Savings, Current accounts, Loans, Money transfer services, and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth. To meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

1. Associate Relationship Manager Transactional Banking (1Position)

This position reports directly to Manager Transactional Banking and will be based at Head Office

Role of the Job:

To support the growth of Finance Trust Bank's transaction banking business by driving deposit mobilization (CASA growth) and digital solutions adoption across SME, corporate, and institutional clients. The role focuses on expanding low-cost deposits, increasing digital transaction volumes, and strengthening client relationships in line with the bank's financial inclusion and sustainable growth strategy.

Key Result Areas:

Strategic/Financial:

- Drive acquisition of low-cost deposits (CASA) by onboarding and growing relationships with SMEs, SACCOs, NGOs, corporates, and other target segments
- Identify and convert transactional relationships into stable deposit balances through proactive client engagement and account activity monitoring.
- Support branch-led and institutional liability growth initiatives aligned to Finance Trust Bank's targets.
- Promote and drive adoption of digital banking channels (mobile, internet, USSD, agency banking) to increase transaction volumes and reduce over-the-counter activity.
- Lead onboarding and utilization of collections and payments solutions (e.g., bulk payments, school fees collections, merchant solutions) to deepen client engagement and grow fees .

Customer:

- Support Relationship Managers in managing SME, women-led businesses, and institutional client portfolios (aligned to the bank's niche focus)
- Conduct client visits to understand cash flow cycles and propose relevant transaction banking solutions.
- Build strong relationships with key decision-makers to enhance retention and wallet share.

Operations:

- Support structuring cash management, collections, and payment solutions suited to client needs.

- Work closely with product, operations, and IT teams to ensure smooth onboarding and implementation
- Ensure timely resolution of client onboarding and service issues
- Ensure full compliance with KYC, AML, and Bank of Uganda regulations
- Adhere to internal policies during client onboarding and transactions
- Identify and escalate potential risks in client relationships

People:

- Collaborate with Relationship Managers and branch teams.
- Support internal awareness of digital and deposit solutions.
- Train and support branches in acquisition and management of high transactional accounts such as Schools, Health centers, Churches

Minimum educational and technical competence requirements:

- Bachelor's degree in Business Administration, Finance, Economics, or related field
- 2–4 years' experience in banking, preferably in SME banking, transaction banking, or sales
- Experience in deposit mobilization and/or digital financial services is highly desirable
- Knowledge of the Ugandan banking landscape and SME sector
- Strong sales and relationship management skills
- Understanding of cash management, payments, and digital banking solutions
- Ability to engage SMEs and grassroots business segments
- Strong communication and presentation skills
- Analytical mindset with attention to detail
- Proficiency in MS Office and banking systems
- Results-driven with a strong focus on liability growth
- Passion for financial inclusion and SME development
- Proactive, self-starter with high energy levels
- Customer-centric with strong interpersonal skills
- High integrity and professionalism

Position carries an attractive salary and benefits package.

Applications:

Suitably qualified candidates should address their application to Head of Human Resource, Finance Trust Bank, TWED PLAZA, Plot 22B, Lumumba Avenue, Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic documents, CV and application letter indicating your salary expectation. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer. The application should be in one PDF document.

Closing date for submission of the applications is **29 April 2026**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 or 0414 341275 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.

Finance Trust Bank is an equal opportunity employer, all qualified applicants will be considered without regard to certain protected characteristics.