



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. BRANCH BUSINESS SUPERVISOR

This position reports directly to the Branch Manager and will be based at the Branch.

Role of the Job:

The Branch Business Supervisor is responsible for driving branch performance by planning, reviewing, and monitoring business activities to achieve sustainable growth and maintain the quality of the branch balance sheet.

Key Result Areas:

Customer Acquisition & Business Growth

- Identify potential customers and market credit products to drive growth in loans and deposits.
- Achieve balance sheet, revenue, and profitability targets in line with the business plan.
- Drive growth of the Loan portfolio
- Drive growth of the Deposit portfolio
- Grow the customer numbers of savers and borrowers

Portfolio Quality Management

- Manage the allocated loan portfolio to maintain a high-quality asset book.

Client Relationship Management

- Enhance acquisition, retention, and growth of customers through proactive engagement.
- Conduct field visits and document call reports to monitor customer interactions.

Risk & Compliance

- Ensure strict adherence to the Bank's internal operational guidelines and regulatory standards.
- Lead credit committee meetings for efficient credit operations.
- Verify authenticity and completeness of loan documentation and collateral security.
- Ensure safe storage of collateral in a fireproof safe under dual control.
- Carry out spot checks on the portfolio of field officers in the field
- Supervise banking and credit operations in the branch

Credit Operations

- **Portfolio Planning:** Plan, review, and monitor strategies for loan portfolio growth.
- **Credit Appraisal:** Review proposals, appraise, and authorize disbursements as per policy.
- **Credit Monitoring:** Track all disbursed loans to maintain portfolio.

Partnership Management

Ensure timely submission of claims and returns (e.g., EADB, ACELI, aBi Finance) as per required frequency.

Digital & Alternate Channels

- Onboard customers onto digital platforms (Internet Banking, Mobile Banking, Agent Banking).

Customer Experience

- Deliver superior service and engagement to enhance customer satisfaction.

Team Management & Development

- Lead and mentor branch staff through guidance, coaching, and regular performance reviews.
- Drive product knowledge and compliance awareness across the team.

Data Protection & Confidentiality:

- Ensure strict adherence to data protection regulations and maintain the Confidentiality of all customer information, ensuring that customer data is handled securely and used only for authorized business purposes.

Additional Duties

- Perform any other tasks assigned to support business growth and development.

Minimum educational and technical competence requirements:

- Bachelors degree in any field or its equivalent in any relevant discipline.
- A post graduate or professional qualification (e.g. MBA, ACCA, CPA, Certificate in Risk Management) will be an added advantage.
- A minimum of 5 years in a credit dispensing role with proven performance.
- Experience in Business Banker or SME Officer roles is an added advantage.
- Leadership skills
- Good personal & presentation skills
- Good sales & marketing skills.
- High level of integrity & professionalism
- Good working knowledge of MS office applications.
- Ability to work under pressure and minimum supervision.

Applications:

Suitably qualified candidates should address their application to Head, 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 testimonials, and a CV. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Closing date for submission of the applications is **3rd July 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.