



INTERNAL AND EXTERNAL 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.

Relationship Manager – Employee Banking

This position reports directly to the Manager Employee Banking and will be based at Head Office.

Role of the Job:

The Relationship Manager – Employee Banking will be accountable for managing and sustaining a portfolio of schemes (companies and institutions) that have signed up for scheme banking and personal financing solutions for their employees. The role will ensure consistency, risk control, quality of service delivery, and turnaround time across the scheme's portfolio.

Key Deliverables:

Portfolio Quality & Risk Management

Schemes Relationship Management

- Act as the primary contact for assigned schemes.
- Carry out promotional, loyalty, and public relations activities within the schemes.
- Coordinate communication on service standards, pricing, relationship contacts, and product changes.

Business Growth and Portfolio Management

- Work closely with the Employee Banking team, Branch Managers, Regional Managers, and Branch Business Supervisors to drive delivery of portfolio targets.
- Support growth of the scheme's portfolio through acquisition, retention, and cross-selling initiatives.

Loan Repayment and Portfolio Quality

- Work with the Schemes Administration team to ensure timely invoicing and repayment of loans.
- Follow up branches on non-repayment cases within the scheme's portfolio.
- Monitor portfolio performance and ensure adherence to risk and service standards.

Training and Capacity Building

- Train and support the Employee Banking team on product offerings and requirements.
- Ensure high quality credit files are prepared by the team.

Customer Service and Complaints Management

- Manage customer complaints and ensure timely resolution with branches.
- Maintain high levels of customer satisfaction and service delivery standards.

Stakeholder Engagement

- Build and maintain strong relationships with internal and external stakeholders to add value to the scheme's portfolio.

- Engage key contacts within employer institutions to strengthen partnerships.

Product Development and Market Intelligence

- Research, review, and recommend product or process improvements in line with customer needs and market trends.

Compliance and Risk Management

- Ensure adherence to all credit policies, procedures, and service standards.
- Support implementation of risk and control measures within the scheme's portfolio.

Any Other Duties

- Perform any other duties as may be assigned from time to time.

Educational, Training and experience

- Bachelor's degree in finance, Commerce, Business Administration, Economics, Statistics, Management, or a related field.
- Professional banking qualification or master's degree is an added advantage.
- Relevant practical training in Employee Banking product management.
- Minimum of **3 years' experience in a banking or similar environment**, with exposure to **Sales, Schemes, and Relationship Management**.
- Strong credit analysis skills and business acumen.
- Candidates must have exposure to leading sales teams in the region.

Business Behaviors & Personal Specifications

- High level of integrity and professionalism.
- Strong analytical, critical thinking, and problem-solving skills.
- Excellent verbal and written communication skills.
- Strong interpersonal and relationship management skills.
- Ability to work under pressure and meet targets.
- Good understanding of Employee Banking products, pricing, and positioning.
- Strong computer literacy and numerical skills.
- Team player with ability to build relationships across teams.
- Demonstrates leadership behaviors and aligns with the Bank's values.

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. Candidates should indicate their current salary and salary expectation.

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