



## **JOB TITLE: Head of Transactional Banking**

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

### **Job Summary**

Responsible for facilitating the development, delivery and management of cash and Trade management products to a demanding portfolio of Commercial and SME clients. The role holder will have specific accountability for delivering the overall growth of the Transactional banking unit. This includes Implementation of acquisition, Retention, and expansion strategies for all segments.

### **Job Description**

#### **Accountability: Sales and Services 30%**

- Maintenance of the client relationships for “priority” clients
- To provide guidance and support to the cash and trade management teams on the identification and closure of client transactions across the portfolio.
- Monitoring of sales targets and deal pipelines to ensure targets are achieved.
- To drive initiatives that require cash and trade management support such as liability drives as well as off-balance sheet assets.
- Provide solutions and structures for client’s transactional requirements both cash and trade finance including structured trade commodity finance.
- Provide solutions and structures for client’s financial securities custody requirements.
- Drive Sales of new cash and trade management solutions.
- Assist Commercial and SME Sales teams develop relationship plans for their client base.
- Create the suitable structure for the best trade finance products, including end to end process flow between front office and back-office functions.
- Negotiate the best price with the view to maximize potential income from trade finance and cash deals. Always ensure that you take a view of the big picture in determining prices for clients against the cost of the solution/product.

- Liaise with business bankers and the Foreign Trade Service to deliver seamless after sale service for Trade Finance transactions.
- Reconciliation and corrective action responsibility for accounting of portfolio clients, benchmarking closed pipeline deals/transactions against NBC trade reporting to ensure no income leakage.
- Coordinate end to end collating and analyzing customer information on Cash and Trade Finance performance monthly by customer and relationship manager. Flag customer accounts showing reduced volumes and initiating remedial action through prescribed action plans.
- Initiate Structured and commodities Trade Finance deals and work closely with group structured team to ensure early closure of the deals.

**Accountability: - Business Management 30%**

- Responsible for driving the cash and trade management team towards achievement of revenue/ balance sheet targets.
- Ensure performance indicators meet market demands.
- Monitor and drive income across all cash and trade management revenue lines.
- Monitor costs associated with the cash and trade management team including budgets and products developments costs.
- Working with the Group Head of Cash and Group Head of Trade to support the growth of NBC to be the 'Go – To' transaction bank in Tanzania.
- Manage product tariffs for cash and trade management tariffs through consulting SME and business banking relationship teams on pricing, solutions, issues to do with product/service performance, business practices/ideas and best practices.
- Monitor level of complaints and quality of complaint handling
- Grow portfolio value in line with agreed targets.

**Accountability: - People Management 15%**

- Responsible for setting team objectives, including revenue targets, (in conjunction with the Business Banking Director).
- Ensure implementation of PDs (inc. PD Plans) for all team members
- To facilitate support, guidance, advice, and training to product managers, in addition to play a strong catalyst role to RMs to support product take-up and usage.
- Responsible for ensuring the cash and trade management team works closely with the relationship management team to ensure relationship plans are met and all cross-selling and sales targets are met.
- Help team members to identify strengths and weaknesses in their own skills and attributes, through regular review and feedback.
- Review employees' self-development plans and ensure training and development needs are accommodated.
- Assist staff to meet NBC Limited Behavior and Values standards.

**Accountability: Product Development – 15%**

- To facilitate constant product innovation to enable NBC Limited to become a leading cash and trade management bank.

- Proactively research and stay abreast of market trends to ensure NBC Limited pro-actively develops and launches products/services that keep us ahead of the market.
- Stay abreast of developments at the Group Level to enable success transfer and assist in any development taking place.
- Seek regular feedback from product managers, relationship managers and clients on client requirements to aid development.
- Ensure smooth roll-out and implementation of new products/services including ensuring all business and risk sign offs are obtained.
- Communication to relationship teams on (new) product knowledge and product changes including training sessions and updates on competitive environment.
- Monitor and review products and processes regularly to ensure they are optimal and meet client needs environment by considering what could go wrong in the processes you operate and how errors could be prevented.
- Continuous and proactive engagement with regulatory bodies, unions where applicable.
- Drive growth of business in various sectors including Education, Health, Microfinance, SACCOS, Religious Institutions, NGO's etc.
- Responsible to proactively manage Dormancy levels for SME and Commercial clients.
- Work with Head of SME to Manage and Commercialize Business Clubs
- Drive overall digital banking agenda.

**Accountability: Risk and Control – 10%**

- Understand of own role in the end-to-end processes in which you play a part, including applicable risks and controls.
- Adhere to NBC Limited's policies and procedures applicable to own role, demonstrating sound judgement and responsible risk management.
- Report all risk events/incidents/issues using the defined process for your business area and help to understand why these happened and how to prevent them in future. Proactively look for ways to improve control.
- Ensure that processes, control requirements and risk management frameworks that have been designed for the area are understood by all members of the team.
- For audit findings that have an impact on the area, work with the Head to understand what actions are required to close out findings. Implement required actions.
- During scheduled audits and management assurance reviews, ensure that all information required by the auditors are provided timeously.
- Ensure that the CIB and BB team understands all Trade compliance related requirements and highlight gaps to the required authority.
- Ensure that all regulatory requirements are adhered to.

**Education**

- Bachelor's Degree / Advanced Diploma / Diploma in Banking, or finance, or any Technology related, or any related qualification (MBA in Finance or Banking is an added advantage)

**Experience required.**

At least 7 years banking experience with proven track record one of the following areas:

- Banking sales role, SME/commercial digital banking sales
- Banking operations, preferably SME/commercial digital banking
- Products developments, preferably SME/commercial banking

**Knowledge & Skills:**

- Strong formal presentation skills to gain acceptance to solutions, both internally and externally.
- Strong understanding of payments, collections, and Trade Finance including Structured Commodity and Trade Finance.
- Excellent comprehension skills to understand and interpret industry data and economic trends.
- IT knowledge and skills enough to drive digital banking agenda for SME and Commercial clients.
- Excellent diagnostic skills and rigorous approach to problem solving.

**Competence**

- Strong Leadership and team-working skills
- Learning and researching
- Creating and innovating
- Entrepreneurial and commercial thinking
- Relating and networking
- Deciding and initiating action
- Adapting and responding to change
- Communication skills – verbal and written.
- Analytical skills, Planning, Organizing & Negotiating skills.

**Qualifications**

Analytical Thinking - Advanced (Meets all of the requirements), Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Senior (Meets all of the requirements), Customer Excellence - Service Management (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Experience in a similar environment at junior specialist level, Openness to change (Meets some of the requirements and would need further development)

**APPLY HERE**