

JOB ADVERT

About UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and four (4) global financial centers: London, Paris, Dubai and New York. UBA has evolved into a Pan-African, provider of banking and related financial services through diverse channels globally.

United Bank for Africa Uganda represents UBA's pioneer country activities in the East and Southern African sub-region. With a growing network of branches and ATMs across the country, the bank continues to expand the retail and commercial playing field in Uganda by delivering unique financial products and solutions. The bank is seeking to recruit the following highly motivated, competent, result oriented and dynamic professionals for the following positions;

JOB TITLE: HEAD REMITTANCES
REPORTS TO: EXECUTIVE DIRECTOR
DEPARTMENT/ UNIT: REMITTANCE

JOB OBJECTIVE(S)

- Plan and coordinate activities and initiatives that promote sales remittances and services to meet the bank's sales expectations in terms of volume, growth, market share and profitability objectives while improving customer satisfaction.

DUTIES & RESPONSIBILITIES

- Develop remittance sales plan to drive growth of money transfer volumes (Western Union, Africash, World Remit, Ria, Mobile Money, MoneyGram, Remitly and emerging partnerships) to meet the sales volume targets across branches as defined by management.
- Sell and promote remittance products/services to both new and existing customers to achieve the remittance target
- Identify, engage and onboard new remittance companies to boost remittance revenue and volumes.
- Establish relationships with Branch Business team to achieve the set Branch Remittance targets by conducting weekly performance follow ups to establish support, challenges and areas of improvement.
- Improve problem resolution processes where there are system issues to eliminate negative customer service impact.
- Monitor changes and trends in remittances to ensure competitiveness in the market and alignment to customer preference.
- Train and guide staff involved in remittances as per the Bank's training framework.
- Plan remittance promotions and activations in order to generate awareness and interest of the bank customers.

KEY PERFORMANCE INDICATORS

- Achievement of the Remittance target
- % age growth of money transfers volumes (Western Union, Africash, World Remit, Mobile Money & MoneyGram)
- Functional relationships with Business teams
- Timely resolution of customer issues
- Market competitor reports on Remittances
- Number of trainings done on Remittances
- Number of promotions and activations done

JOB REQUIREMENTS

Education

- At least a bachelor degree in Banking, Economics, Finance or Marketing or any other related course in from a reputable University.
- **Experience:** At least 5 years' experience in retail banking or Money transfer services

KEY COMPETENCY REQUIREMENTS

Knowledge

Knowledge and understanding of financial services industry in Uganda with ability to keep abreast of developments in the business and financial services environment and their impact.

A good understanding of legislation related to Remittance services and channel delivery.

Good understanding of the Banking industry

Skill/Competencies

- Excellent customer service orientation.
- Must have a positive 'can do' attitude
- Smart appearance
- High level of integrity
- Excellent communication skills
- Strong sales/cross-selling skills
- Good motivational and training skills
- Strong product knowledge
- Attention to details
- Good Interpersonal Skills
- Strong negotiation skills
- Problem solving abilities
- Networking skills

HOW TO APPLY

All interested staff should send their CV, application letter and copies of academic certificates to ubaugandahr@ubagroup.com addressed to;

Head of Human Capital

United Bank for Africa

Plot 2, Jinja Road

Kampala, Uganda.

Deadline for applications is 04th March 2025.

