

VACANCY NOTICE

Pearl Bank is a Commercial Bank whose purpose is fostering prosperity for Ugandans. Our high impact goals are driving sustainable financial inclusion and stimulating entrepreneurship and service. The Bank is growing and giving opportunity for its competent and achievement driven employees as well as the public to fill up the role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: RELATIONSHIP MANAGER -PUBLIC SECTOR

REPORTS TO: SECTOR HEAD – PUBLIC SECTOR

JOB PURPOSE

- The purpose of this role is to leverage Public Sector relationships to grow the Bank's assets and liabilities base.
- The role will primarily focus on driving new customer acquisition, strengthening retention of existing customers, and generating income in the public sector.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Drive growth of deposits as per the set targets through growth of current accounts/collection business as well as eco-system opportunities from the public sector.
- Ensure that public sector specialized institutions such as Ministries, including their Agencies, are given special attention within the Bank, including onboarding any new to Bank business relating to them.
- Prepare customer sales plans to ensure each relationship is managed accordingly and reviewed regularly for future opportunities, mining value in terms of revenue growth.
- Manage ongoing relationships within existing Public Sector partners and where relevant, leverage those relationships to a greater collective impact for the Bank.
- Understand the Public Sector requirements and decision makers (Maintain database of key Public Sector stakeholders), structure solutions, implement and monitor customer experience.
- Provide specialist sector information and governance as well as conducting training on the structure and workings of the Public Sector to the Business, Credit, Risk & Compliance teams in the Bank.
- Champion strategic partnerships and social visibility of the Bank's brand in the Public Sector space.
- Ensure 95% digital migration of the assigned portfolio and as feasible as possible digitize their customer journeys to promote the cashless and self-serve solutions of the Bank.
- Maintain a record of key Public Sector events and activities that would present viable business and value chain opportunities for the Bank.
- Coordinate and support the branches in running effective Public Sector sales activations, generating leads, and dealing with queries and complaints.
- Any other official duties that may be allocated from time to time by management.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seek new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's degree, preferably in Business, Humanities, and other relevant fields.
- Post graduate qualifications such as ACCA, CPA, MBA are a bonus.
- Minimum of 5 year relevant experience (Specific industry sector experience such as dealing with industry stakeholders at an executive level will be considered an advantage.
- At least 2 to 3 years of experience in customer engagement or management role.
- Previous exposure and experience in business/corporate banking is an added advantage.
- Credit management skills.

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief People & Strategy Officer**, Pearl Bank Uganda.
- Send application to **hr@pearlbank.com** with job title as subject.
- Closing Date: **Monday 27th April 2026** at **5:00pm**.
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer