

# JOB OPPORTUNITY

## Position: Relationship Manager

## Department: Embassies, Multilateral and Donor Organizations (EMDOs)

Responsible for prospecting, acquiring, and converting key EMDOs names identified in Zambia. S/he will also be responsible for deepening existing relationships and growing UBA's market share of the EMDOs business in Zambia.

### Reporting Relationship:

Functionally Reports to: Head, EMDOs

### Key Responsibilities;

- Identify and update a database of Embassies, Multilateral and Donor Organizations (EMDO's) and identify must win accounts/mandates.
- Continually liaise with Group EMDOs Team to ensure EMDOs mandates are converted and on-boarded seamlessly.
- Follow through engagement with the Must Win list of EMDO's and recurrently submit proposals for their attention.
- Follow through on all service commitments to ensure excellent service and product delivery to EMDOs community as agreed.
- Engage the Embassies and Donor agencies and pursue for account opening especially on new projects.
- Understand the bank's products and services relating to EMDO's
- Support the Country Head in managing UBA Group's EMDOs relationships i.e. account negotiation, opening and management
- Enhance Customer Service efficiency of UBA Group's EMDOs business.
- Build relationships consistent with market penetration targets, including annual relationship plans, monthly business development plans/pipeline and relationship/account profitability
- Network with key stakeholders in EMDOs community to ensure UBA is included in their database and invited to events, RFIs and RFPs across the country.
- Actively engage the EMDOs RMs/ROs in London and New York to secure their input and support on all pitches to EMDOs names that are headquartered outside Africa.
- Actively engage the Retail and digital banking team for input in sales pitches and proposals
  - Proactively engage all EMDOs in country to understand projects they are funding in Africa and the flow of funds. Sometimes this may mean identifying vendors or agencies from Europe or the US that they may use for executions

as these may act as intermediaries and manage the funds on their behalf

- Actively look for SDG related events and causes for possible partnerships/sponsorship that we can derive value from.

### Skills & Competencies:

- Effective sales and negotiation skills
- Strong customer service orientation with excellent responsiveness
- Excellent verbal and written communication skills and demonstrated leadership ability.
- Proven ability to forge lasting business relationships.
- Strong oral and written communication skills
- High level of self-motivation and ability to see things through to logical conclusion
- Must have the ability to develop and maintain productive associations with organizations operating in diverse economic sectors.
- Must possess strong understanding of the concepts behind business development, sales methods and marketing
- Must have the ability to create meet-up events, and can put together company symposiums, presentations as well as participate in high-level meetings.
- Proven track record developing new corporate accounts or donor organization, embassies, government, large commercial, non-governmental and other sectoral relationships.
- Experience in other donor or business consulting organizations is acceptable
- Good working understanding of Digital banking solutions.

### Application requirements:

- Minimum of 2 years' experience in managing relationships and/or acting as a business development officer in a financial services firm.
- Bachelor's degree (or equivalent) with a concentration in Business Administration, Management, Finance, Economics or marketing preferred. Master's degree a plus.
- Banking experience, preferably EMDO's relationship banking; Marketing & Embassy Knowledge
- ZAQA verified certificates

### To Apply

United Bank for Africa is an equal opportunity employer. Interested candidates that meet the above job requirements should send their application in a **single document** comprising of detailed Curriculum Vitae, G12, Degree and other copies of professional qualifications to [careers.zambia@ubagroup.com](mailto:careers.zambia@ubagroup.com) by **9<sup>th</sup> January, 2026**.