

## Relationship Manager- Corporate Banking

We are seeking a highly motivated and results-driven Corporate Relationship Manager to join our dynamic team. The ideal candidate will play a crucial role in building and managing strong relationships with corporate clients, driving business growth, and ensuring the optimal acquisition, retention, and revenue generation through the sale of Corporate Banking products.

### Reporting To: Head of Corporate Banking & Trade Finance

**Job Purpose:** The Relationship Manager will be responsible for developing and managing a portfolio for corporate clients, identifying business opportunities, and ensuring seamless delivery of banking solutions. The role demands a strong focus on business development, portfolio growth, risk management, and cross-selling to maximize revenue.

#### Key Responsibilities:

- Maintain a high level of client satisfaction in generating, managing and servicing a portfolio of corporate clients while ensuring the bank becomes the choice for their Investment and Banking.
- Identify and pursue new business opportunities to expand the corporate portfolio.
- Drive sales of Corporate Banking products, including lending, deposits, and investment solutions.
- Develop and maintain a pipeline of potential clients and actively convert leads into business.
- Responsible for sales, self-management, credit analysis, proper loan structuring, applicant interviewing, and perceptive character judgment.
- Maintain high professional standards and strive to provide quality services and competitive pricing to clients.
- Leverage existing client relationships to cross-sell the bank's full range of financial products.
- Ensure exceptional client service by addressing client needs and providing tailored financial solutions.
- Performing to plans as agreed, to drive profitability and increase market share.
- Monitor portfolio performance, ensuring delinquencies and non-performing loans (NPLs) remain within acceptable thresholds.
- Work in close co-operation with Business Intelligence, Credit and Risk teams to ensure that impairments and losses are kept at a minimum
- Ensure recoveries for own portfolio are done daily and maintain the NPL to below set targets.
- Ensure full compliance with KYC, AML, and regulatory requirements, maintaining up-to-date client records.
- Adhere to the bank's policies, standard operating procedures, and central bank regulations.
- Managing your own portfolio and ensuring that risk profiles (book mix) are managed by sales of the correct products within approved risk management criteria.
- Coordinate with Credit Department to ensure applications are processed within agreed TAT and escalate violations to the Head – Corporate and Trade Finance.
- Work in close co-operation with the Credit teams to ensure all necessary documentation is completed and all the procedures have been adhered to prior to drawn down.
- Any other official duty that may be allocated from time to time.

**The Person:**

The ideal candidate must possess the following:

**Qualifications/Experience:**

- Bachelor's degree in commerce or business-related field
- Minimum Banking experience of at least five (5) years
- Experience in business development for a minimum of 3 years
- Strong Knowledge in Credit and Risk Analysis, risk assessment and structured financing.
- Marketing Qualifications and experience are an added advantage.
- Proven ability to build and manage high-value corporate relationships.

**Competencies/Attributes:**

- Strong business acumen with a deep understanding of corporate banking solutions.
- Strong negotiation and deal-closing abilities.
- Ability to work in a fast-paced environment and deliver results under pressure.
- Excellent communication and interpersonal skills to engage with corporate clients.

ALL applicants MUST apply online to the email; [recruitment@familybank.co.ke](mailto:recruitment@familybank.co.ke); closing date is **7<sup>th</sup> February 2026**.

Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

**“We are an equal opportunity employer”**