

RELATIONSHIP MANAGER-PUBLIC SECTOR- RMPS/10/2026

REPORTING TO: HEAD OF PUBLIC SECTOR.

Job Purpose: The role holder will be responsible for business growth within public Sector Banking Commercial Division through business acquisition of new business and portfolio growth. He/she will also be required to implement the Public Sector Banking Business Development initiatives within the Government and Institutional Banking Unit, influence business by determining innovative solutions, leverage best practice and assimilate with proven practices to ensure exceptional customer and efficiencies.

Key Responsibilities:

- Develop business opportunities and monitor business's activities in line with the Bank's long-term strategic and annual business plans and ensure that the Bank remains and promptly reacts to changing market conditions and customer needs.
- Provide input and recommendations to the public sector short- and long-term strategy in a bid to grow the wallet share and maximize revenue for the department.
- Making regular customer visits to contacts at Treasury, parastatals, government ministries and donor/developmental agencies with a view to obtaining upto-date information on priority projects and funding sources.
- Identify opportunities for growth and new business acquisition through market research, analysis and networking.
- Develop a target market database of clients in the Bank's desired industries/sectors, have well defined call objectives and drive a well robust calling program that will generate sales and business for the Bank.
- Embed strategic marketing by focusing on how to develop competitive advantage into the changing marketplace and leveraging on the banks distinctive capabilities to drive value. Enhance creation by Creating, communicating, delivering, and offering solutions that have value for customers, shareholders and partners
- Offer targeted training to branches and other support functions on legal processes to ensure compliance.
- Ensure full compliance with the Central Bank of Kenya guidelines and appropriate provisions of the Banking Act.
- Ensure customer value proposition is implemented in compliance with external and internal regulations & policies i.e. operational, credit, reputational and people risk.
- Make regular site visits existing clients to determine the actual conditions of the business and loan collateral whether it should remain the same or be downgraded as well as to develop relationship with clients as part of retention strategies.
- Closely monitor on recommended/processed loan for timely repayment and to ensure portfolio At Risk remains within acceptable level.
- Follow up delinquent clients immediately and refer such case to higher authority to actively handle the loan portfolio Secure witnesses and ensure that witness statements are executed on time.
- Facilitate sealing, stamping and dispatch of charge documents, undertakings, discharges, contracts and dispatch to branches or advocates.

Qualifications & Experience:

- University degree or in a relevant business discipline e.g. Business Administration or Finance.
- Master's degree will be an added advantage.

Professional Certification

- Diploma in Banking — AKIB (added advantage)

Key Competencies:

- At least eight (7) years in Financial/banking sector, five (5) Of which should in Relationship Management in public Sector Operations.
- Sound knowledge of Business Banking products, services and processes together with exposure in Public Sector banking

SKILLS & COMPETENCIES

- Proven track record of growing a profitable and sustainable portfolio that delivers to the banks bottom-line;
- profound understanding of public Sector, key competitors and offerings as well as Our competitive edges to win quality customers;
- Thorough understanding of CBK regulatory framework and pertinent regulations impacting corporate Customers;
- Highly effective communicator with excellent interpersonal and motivational skills;
- Strong managerial, planning, analytical, decision-making, lateral thinking and project management skills;
- Excellent customer service, client relationship management, communication, negotiation, problem solving and interpersonal skills;
- Credit evaluation and analysis skills with extensive business insights related to commercial loans.
- Financial literacy and ability to interpret and analyze financial statements (audited and/or management reports) of the business in order to access repayment capacity and financial soundness of the clients;
- Sense of judgement and common sense with both qualitative and quantitative tools to provide sound and comprehensive analysis/evaluations on complex credit applications;
- In-depth knowledge of the bank branch operations, rules and regulations, laws, granting loans, and credit risk management.

ALL applicants **MUST** apply online to email: recruitment@familybank.co.ke; closing date is **03rd November 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

“We are an equal opportunity employer”