

JOB PROFILE

Position Title:	Relationship Manager, Money Transfer Services
Available position/s:	1
Division:	Retail Banking
Department:	Channels & Partnerships
Location:	Head Office
Job Reference No:	NBK/RET/05/2026

Position Scope:

This position is responsible for driving profitable revenue and volume growth for Money transfer services with a focus on new acquisition, deepening of existing relationship and cross sell thereby improving market and customer share of wallet with the bank.

Key Responsibilities:

- Co-create acquisition campaigns (diaspora communities, embassies, student bodies, worker programs) with Marketing department and partners
- Develop in-country payout network synergies (agents/branches/ATMs/wallets) to enhance last-mile delivery and convenience.
- Lead the growth and operational excellence of the bank's inbound and outbound remittance business, focusing on priority corridors and strategic partners
- Manage and grow money transfer partnerships (local & international)
- Drive transaction volumes, revenues and market share remittances services
- Develop and manage relationships with remittance partners, agents and correspondents
- Promote cross-selling of bank products through remittance channels
- Ensure compliance with AML/CFT, KYC and regulatory requirements.
- Monitor fraud risks and suspicious transactions trends
- Track performance KPIs and prepare management reports

Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in a Business-related field from a recognized University.
- Master's degree in a Business-related field from a recognized University is an added advantage.
- AML/CFT certification is an added advantage
- Five (5) years banking experience of which 2 years must have been in relationship management or business development role of a commercial bank at a managerial level.

- Strong relationship management and negotiation skills
- Business development and sales acumen
- Comprehension of the Money transfer service regulations from a local and international standpoint.
- Knowledge of remittance ecosystems
- Strong understanding of AML/CFT and compliance frameworks
- Analytical and reporting skills
- Excellent communication and stakeholder skills
- Customer-centric mindset
- Result oriented and commercially driven.
- Good understanding of Banking laws and regulations

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Tuesday, 10th February 2026**
- Indicate Name of Job on email subject.
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.