

JOB PROFILE

Position Title:	Relationship Manager, Infrastructure, Oil, Energy, Transport & Manufacturing
Available position/s:	2
Division:	Corporate Banking
Location:	Head Office
Reporting to:	Sector Head, Infrastructure, Oil, Energy, Transport & Manufacturing

Position Scope:

The role holder will be responsible for business growth within Infrastructure, Oil, Energy, Transport & Manufacturing within Corporate Banking Division through business acquisition of new business and portfolio growth. He/she will also be required to implement the Infrastructure, Oil, Energy, Transport & Manufacturing Banking Business Development initiatives within the Corporate Division, influence business by determining innovative solutions, leverage best practice and assimilate with proven practices to ensure exceptional customer experience and efficiencies.

Key Responsibilities:

- Implement the Infrastructure, Oil, Energy, Transport & Manufacturing Banking Business Development initiatives in line with the Bank strategy and business growth plan.
- Identify opportunities for growth and new business acquisition through market research, analysis and networking.
- Develop, grow and maintain a strong client and transaction pipeline and convert these to businesses that achieve customer satisfaction, the bank's financial budgets and strategic goals.
- Actively market and drive the uptake of the Infrastructure, Oil, Energy, Transport & Manufacturing Banking services and products to new and existing clients. Identify opportunities for cross-selling of relevant products and services.
- Ensure day-to-day client relationship management and engagement with customers to foster a good and lasting business partnership of the customer and the Bank.
- Promote excellent customer experience by driving and advocating customer requirements through the various functions in the bank to deliver high service standards that delight the bank's customers.
- Ensure full compliance with Infrastructure, Oil, Energy, Transport & Manufacturing Banking standards while adhering to the Bank's policies and procedures.
- Partner with Regional Management, Branch Management teams and Support Functions to increase market share of the Infrastructure, Oil, Energy, Transport & Manufacturing Banking segment with regard to customer numbers, products, service consumption and revenues while proactively reducing the non-performing loan book.
- Collaborate with Branch Managers and ensure to drive account utilization and sustainable deposits.

- Drive transactional income from Infrastructure, Oil, Energy, Transport & Manufacturing Banking clients through effective customer service and cross selling the Bank's products and services.
- Establish profitable banking relationships with Infrastructure, Oil, Energy, Transport & Manufacturing Banking clients by providing high quality banking and other financial services where the Bank operates
- Provide feedback to Management on Infrastructure, Oil, Energy, Transport & Manufacturing Banking market analysis and segmentation with regards to products, credit risk evaluation and customer feedback among others.
- In liaison with other stakeholders, ensure quality portfolio management by effective identification of risks and their mitigations.
- Conduct preliminary credit reviews and make recommendation for new and existing facilities in line with the Bank's credit policy and Infrastructure, Oil, Energy, Transport & Manufacturing Compliance guidelines.
- Regularly monitor performing/non performing accounts within the assigned portfolio.
- Support and coordinate post disbursement loan monitoring.

Skills & Experience:

- University Degree in Business Administration, Economics, Finance, Banking or its equivalent from a recognized institution.
- Master's degree in a relevant field from a recognized institution is an added advantage.
- Relevant certification in business development Finance or its equivalent is an added advantage.
- 4-5 years' banking experience in the Financial/banking sector, three (3) of which should be in Relationship Management in Infrastructure, Oil, Energy, Transport & Manufacturing.
- Entrepreneurial and Commercial thinking
- Excellent research, analytical, and problem-solving skills.
- Integrity & courage to challenge actions within various business units and the status quo.
- Strong persuasion, management and communication skills
- Strong organizational skills
- Excellent stakeholder management skills
- Creative approach, with the ability to anticipate challenges and develop innovative solutions;
- Prior experience of dealing with customers
- High degree of interpersonal skills when dealing with a range of people and situations.
- Good computer skills
- Negotiation and Influencing skills

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Friday, 30th January 2026**
- Indicate Name & Job Reference **No. NBK/CORP/02/2026 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.