

JOB PROFILE

Position Title:	Relationship Manager, Institutional Banking
Available position/s:	2
Division:	Corporate Banking
Location:	Head Office
Reporting to:	Sector Head, Institutional Banking

Position Scope:

Responsible for driving business growth (Asset, Liabilities and Customer numbers), Revenue and Profitability within the Institutional Banking Sector of Corporate Banking. This entails Managing a Portfolio of Customers and Partnering with the Corporate Banking Product House Units (Transactional Banking, Trade, Asset Finance and Insurance as applicable) to co-create business solutions-oriented value propositions.

Key Responsibilities:

- Deliver on Institutional Banking Annual Business Growth Targets; Revenue, Fees and Commissions, Profit Before Tax, Assets, Liabilities and Customer Numbers by engaging Existing and New to bank customers.
- Relationship Management of Institutional Banking Customers.
- Manage and maintain relationships with key/strategic Institutional Banking stakeholders.
- Customer Service Management: Enquiry/Complaint response and resolution within set standards
- Manage Portfolio at Risk (PAR) for Institutional Banking Segment Business within annual business target
- Maintain Turnaround time on Credit Applications for Institutional Banking Segment Business.
- Maintain Institutional Banking Segment Business Operational Costs within approved budget
- Manage and maintain a robust monitoring, controls, business continuity, governance and risk management environment

- Deputise the Sector Head, Institutional Banking and offer support in driving business growth (Asset, Liabilities and Customer numbers), Revenue and Profitability within the Institutional Banking Sector of Corporate Banking.

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 Institutional banking within Corporate banking.
- Track record of attaining targets of business growth and profitability in the financial services and banking sector.
- Have appreciation and operating knowledge of the banking industry, market, trends as well as challenges.
- Sound understanding of statutory and regulatory requirements of corporate governance, business and banking operations.
- Customer & Client Focused Innovation – able to meet the demands of internal and external customers
- Meaningful Collaboration - Ability to establish key partnerships and facilitate, influence, collaborate and establish accountability through all levels of the organization to help drive uptake of the Bank's products and services
- Entrepreneurial and Commercial thinking
- Excellent research, analytical, and problem-solving skills.
- Integrity & courage to challenge actions within various business units and the status quo.
- Excellent stakeholder management 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/06/2026 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.