



Job Description

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|---|---------------------|-----------------|
| Job Title | Job Location | Category |
| Head of Corporate & Institutional Banking | Dar es Salaam | - |
| Job Type | Job level | Industry |
| Full Time | Head of Department | Banking |

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

| | | |
|---------------------------|-------------------------|---------------------------|
| Min Budget | Max Budget | Primary Industry |
| - | - | Banking: 10 Years |
| Secondary Industry | Primary Category | Secondary Category |
| - | - | - |
| Certificate | Qualification | |
| - | - | |

Summary

This role involves managing the Corporate & Institutional Banking Department with a focus on driving business growth through the expansion of the loan portfolio, customer deposits, client base, and overall income from the bank's corporate target markets. It requires continuous enhancement of product offerings to maintain a competitive edge, while ensuring effective relationship management that maximizes customer satisfaction, retention, and wallet share through strategic cross-selling of the bank's full suite of products and services.

Responsibilities

- Drive the growth of corporate business volumes through marketing, selling, and cross-selling bank products.
- Originate deals in collaboration with Assistant Relationship Managers (ARMs) to maximize customer profitability.
- Develop a strong corporate sales pipeline in line with account plans.
- Provide leadership and guidance to Relationship Managers in customer facility provision and recruitment.
- Collaborate with bank leadership to build a strong senior management team and contribute to strategic forums.
- Manage loan book growth and oversee credit origination.
- Develop and promote liability and cash management products to attract institutional clients and reduce funding costs.
- Maintain effective daily management of key corporate client relationships to grow business and reduce costs.
- Market new liability and cash management products to targeted customer segments.
- Enhance customer service by minimizing complaints and disputes.
- Partner with customers to understand their business environments and structure value-adding solutions.
- Anticipate customer requirements through a consultative approach.
- Match customer needs with tailored product capabilities and proposals.
- Negotiate pricing, terms, and conditions to maximize revenue and profitability.
- Provide structured and digital solutions tailored to client requirements.
- Establish and review department procedures to align with bank-wide risk and work processes.
- Expand the bank's product offerings by enhancing features and promoting trade-related solutions.
- Implement consultative cross-selling to match client needs with bank products.
- Support solution implementation and follow-up to minimize client inconvenience.
- Ensure timely resolution of operational issues within the department's scope.
- Develop and maintain an MIS system for performance tracking, customer satisfaction, and reporting.
- Play a key role in the Assets and Liabilities Committee to influence bank policies and strategy.
- Lead training and transaction structuring on trade products and services.
- Train ARMs and staff in product knowledge, and conduct joint sales calls.
- Review and ensure credit applications are compliant with bank policies and technically sound.

- Manage and motivate the department's human capital through effective structure and development programs.
- Ensure adherence to approved bank policies and provide feedback for improvement.
- Close audit issues within the agreed timelines and avoid repeat findings.
- Adhere to all SLA turnaround times and internal control standards.

Education & Qualifications

- A Bachelor's degree in Finance, Banking, Accounting, or a related field.
- Professional qualifications in banking are required.
- Professional qualifications in accounting (e.g. CPA, ACCA) are an added advantage.

Requirements

- A minimum of 5 years' experience in senior sales and marketing roles within the financial services industry.
- A minimum of 5 years' experience in middle to senior business management roles.
- Proven track record in corporate banking, credit origination, and relationship management.
- In-depth knowledge of market segments, corporate banking products, and investment banking trends.

Characteristics

- Results-driven and customer-centric mindset.
- High level of integrity and professionalism.
- Ability to manage change and build collaborative relationships.
- Strong analytical, leadership, and project management skills.
- Strong understanding of modern sales and marketing practices in financial services.
- Deep knowledge of corporate banking, investment banking, and cash management products and services.
- Familiarity with credit policy, structuring, and risk management frameworks.
- Proven ability to lead, train, and develop high-performing teams.
- Excellent interpersonal and relationship management skills.
- Strong communication, negotiation, and consultative selling skills.
- Advanced proficiency in Microsoft Office, especially Excel and PowerPoint.
- Strategic thinking, problem-solving, and decision-making abilities.
- Strong organizational, planning, and performance management capabilities.

Reporting To

Managing Director & CEO

Driving Licence

Not Required

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