

Exciting Career Opportunity

Job Title • Manager Agent Banking



**Housing
Finance
Bank**

Housing Finance Bank is the leading provider of housing finance solutions with a vision to be the preferred consumer and business bank with a focus on housing finance. To attain its strategic objectives efficiently and effectively, Housing Finance Bank is seeking to hire a qualified, versatile, and self-driven individual for the position stated below.

Manager Agent Banking

Department: Distribution & Alternate Channels

Reports To: Manager Alternate Channels

Grade: HFB 6A

Direct Reports:

Direct - Supervisor Agent Banking
- Agent Banking Officer

Indirect - Branch Managers
- Business Bankers
- Business Managers
- Personal Bankers
- Direct Sales Officers

Interacts/Interfaces with:

Internal - Mortgage & Consumer Banking Teams
- Business & Institutional Banking Teams
- Operations Teams
- Business Technology Teams
- Customer Experience Teams
- Finance Teams
- Risk, Compliance and Legal teams
- Branch Teams

External - Agents
- Key Customers
- Key Business Partners in the Agent Banking Space
- Bank of Uganda

Job Purpose :

1. To develop and execute strategies for growth of the Agent Banking channel in line with the Bank's strategic plan, applicable policies and procedures through operational excellence and cost management.
2. To provide technical and business guidance to the direct reports in the Agent Banking unit ensuring their productivity and compliance with applicable policies and standards

Key Result Areas:

1. Drive strategies and initiatives aimed at achieving business targets in line with the Bank strategy for the Agent Banking channel
2. Support the branches to recruit agents following the policies and procedures through the appraisal of all agent applications
3. Provide leadership for agent vetting for approval by Bank of Uganda (BOU) and support in contract management for the agents
4. Ensure compliance to the Agent Banking regulations issued by Bank of Uganda (BOU) are met in line with conducting the Agent Banking business
5. Ensure all authorised agents are set up with marketing collateral and provided with necessary merchandise to conduct the business of Agent Banking
6. Drive the growth of Agent Banking business by creating strategic alliances that enable the spread of the agent network beyond the branch operating area to meet the purpose of Agent Banking
7. Training of agents and all their staff to conduct business in line with policy, procedures and contractual obligations as laid out by the bank to protect the image of the bank.
8. Championing service excellence of the channel at the agent points through innovation, compliance to the banks service standards and customer protection guidelines by BOU
9. Ensure timely payment of all agent commissions as a result of conducting Agent Banking business
10. Agent monitoring to ensure full compliance to all the regulations and support of query resolution to foster a smooth working environment
11. Implementation of all audit findings and recommendations in adherence with the bank's policies and procedures
12. Liaise with both internal and external stakeholders to support the continuous development of services offered to the customers through the Agent Banking channel
13. Monitoring the performance of all agents, conduct requisite agent activations to support their Agent Banking business and prepare performance reports to support in decision making to foster the growth of the Agent Banking business
14. Offer leadership to the direct reports through training, timely appraisals, and feedback on their performance in line with signed performance contracts

Financial Responsibility:

1. Responsible for delivering business & financial targets as will be agreed using different parameters especially Agent recruitment, deposit, transaction and revenue growth.

Person Specifications

Education & Training

1. A Business degree in Finance, Commerce, Business Administration, Economics, Statistics, Management, or any relevant field.

Skills & Experience

1. Minimum of 7 years' experience in banking, preferably progressive experience in sales, relationship management, leadership, and retail banking
2. Must have critical thinking, analytical, attention to detail and problem-solving skills.
3. Business development skills and negotiation skills
4. Sound understanding of laws and regulations relating to Agent Banking in Financial Institutions.
5. Good communication skills both verbal and written

Business Behaviours

- The ability to communicate clearly both verbally and in written form in a professional manner is deemed essential.
- Ability to build functioning working relationships across organizational, corporate, and cultural boundaries.
- Takes clear accountability and focuses on delivery of broader section goals.
- Ability to take decisions and progress towards goals in conditions of uncertainty.
- Ability to demonstrate positive image and role model to HFB's values and leadership behaviours.
- Must be a person of impeccable integrity.

Interested candidates should send a recent CV, copies of all academic transcripts, certificates and testimonials, daytime telephone contact, postal and email address and three competent referees not later than **Friday, 25th April, 2025 by 5:00pm** to:

**Chief Human Resources Officer
Housing Finance Bank,
Investment House
4 Wampewo Avenue, Kololo**

Please take note that all applications should be sent by email to Recruitment@housingfinance.co.ug

DO NOT HAND DELIVER YOUR APPLICATION

Please take note that **ONLY** shortlisted candidates will be contacted, and any form of canvassing will lead to automatic disqualification.

Guidelines for submitting Documents.

1. Ensure that all your documents are scanned and submitted in 1 single batch using the following order:
 - Application letter
 - Curriculum Vitae (CV)
 - Academic Documents and Certificates
2. The maximum document size is 10 MBs.
3. Please indicate the name of the position you are applying for in the subject.