



Chief: Customer Business

Roles and Responsibilities

- Revenue, profit and loss and balance sheet responsibility, overseeing sales and customer service, and closely cooperating with the Digital Transformation and Products division; focus on sales (not operations)
- Participate in the development and review of the bank's strategic plan
- Formulate banking strategies to improve sales, together with the Business Heads define the bank's commercial strategy
- Drive sales (quality loans and customer liability generation) through the teams in Retail, Wholesale, Agribusiness and Marketing developing work plans, budgets and overseeing execution
- Leverage customer analytics to inform strategic choices and priorities
- Analyze the Customer Business Sales activities and business value chain (end to end) for growth opportunities, cross selling and new innovative solutions to exceed customer needs and expectations
- Prepare and submit all monthly, quarterly and annual performance reports for the division
- Oversee the marketing function to ensure marketing functions and activities are consistent with the bank's objectives
- Manage the Customer Business Sales (2,800 staff), hierarchically and functionally, supporting the direct reports in their professional development. Reach the results through the teams developing and executing their departments' strategy and plan

Educational Qualifications

- Master's degree in Business (eg MBA) or related field gained from a recognized university or a Master's degree in another area combined with business certifications from reputed international institutions
- Post graduate qualifications in banking is an added advantage
- 15+ years' relevant experience, 5 years at senior management level
- Exposure abroad with demonstrable revenue responsibility in a customer centric and innovative, technology driven financial services environment, being a corporate or medium sized financial service or investment company

Experience Requirements

Attributes:

- Impeccable integrity
- Strong knowledge of customer segmentation and management techniques
- Demonstrated record of revenue growth in a customer centric and innovative, technology driven financial services environment
- Exposure abroad with demonstrable revenue and profit and loss responsibility for retail, wholesale and agribusiness in an innovative technology driven financial services environment, being a corporate or medium sized financial services or investment company
- People person with presence
- Passion for sales and ability to identify opportunities, pull customers in, go getter mentality

Key competences:

- Execution: achieving results through others, drive sales through the team
- Business Judgement: showing commercial acumen

- Collaboration: creating synergies through working in partnership, teamwork
- Inspirational Leadership: getting people to follow you

To apply for jobs, visit the [Empower jobs portal](#).