

JOB PROFILE

Position Title:	Senior Relationship Manager, Islamic Banking
Available position/s:	2
Division:	Retail Banking
Department:	Islamic Banking
Location:	Head Office
Reporting to:	Head, Islamic Banking
Job Reference No:	NBK/RET/03/2025

Position Scope:

This position is responsible for implementing Commercial & Corporate Islamic Banking Business Development initiatives, 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 Islamic Banking Business Development initiatives in line with the Bank strategy and business growth plan.
- Work closely with stakeholders in Regional Management, Branch Management teams and Credit Division to increase market share of the Islamic Banking segment in terms of customer numbers, products and service consumption and revenues while proactively reducing the non-performing loan book.
- Actively market and drive the uptake of the Islamic 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.
- Identify and capitalize on new market opportunities to expand presence, competitiveness and profitability by proactively selling the Islamic Banking products and services within the assigned region
- 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 Islamic Banking standards and guidelines while adhering of the Bank's policies and procedures.
- Collaborate with Branch Managers and ensure to drive account utilization and sustainable deposits.
- Drive transactional income from Islamic Banking clients through effective customer service and cross selling the Bank's products and services.

- 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 Islamic Banking Compliance guidelines.
- Regularly monitor performing/non-performing accounts within the assigned portfolio.
- Any other duties as may be assigned by Management from time to time.

Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in commerce, economics or a business-related field from a recognized University.
- Professional Certification in Sales & Marketing & Islamic Banking is an added advantage.
- A minimum of 6 years' experience in Banking, of which at least 3 years in Relationship Management.
- In-depth knowledge of Islamic banking principles and Sharia'h law application.
- Strategic Focus/ Orientation.
- Integrity and Discretion.
- Relationship management skills.
- Passionate, dynamic and ability to adapt quickly.
- Strong commercial acumen and analytical skills.
- Team player and ability to deliver with cross functional teams.
- Negotiation and stakeholder engagement.
- Excellent interpersonal and communication skills.
- Ability to make operational and routine decisions in a timely and effective manner.
- Able to withstand operational challenges and maintain momentum.
- Manages emotions in a mature and composed manner as expected.

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Tuesday, 21st October 2025**
- Indicate Name of Job 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.