

Job Description

Job Title:	Business Development Manager
Department:	Business Development
Certified Role:	No
Reports to:	Executive Director, Business Development
Direct Reports:	Client Liaison Officers, NRO
Budget Responsibility:	Yes

Purpose of role:

To develop, acquire, grow and maintain new business for FBN UK especially Mortgage and Lending, Wealth Management and Financial Institutions ; to lead the Nigeria Representative Offices (NRO) team in Lagos.

Primary Responsibilities of Role:

Business Development Responsibilities

- Develop Sales leads from internal sources, FBN group, client referrals and personal network.
- Onboard clients for FBN UK products and services in accordance with UK and FBNUK procedures and regulations.
- Lead and drive the relationship between FBNL Business Units- Private Banking and Retail Banking in particular, coordinating activities in terms of collaboration for referrals and cross selling.
- Generate and forward potential client leads to RMs in the UK; Follow up with leads from RM's and provide all necessary support to facilitate onboarding.
- Proactively develop client relationships, anticipate, and provide solutions to client needs and give high priority to client satisfaction, with responsibility for exceeding agreed performance targets and objectives, particularly those relating to net new money, income generation, product sales and new client growth targets.
- Maintain an accurate and up to date call report, KYC database of all new clients.
- Promote a strong sales and service culture in the NRO through leading by example.
- Actively follow up on all inactive/dormant accounts and achieve a 50% reactivation.
- Monitor and grow the Bank's existing relationships, ensuring increased business activity, volumes, and profitability from such relationships.

NRO Management Responsibilities

- To oversee and manage the functions of the Nigeria Rep Offices, directing the team members to ensure efficient service delivery to all customers, thereby sustaining business relationships.
- To direct and lead the NRO team within the guidelines of the Departmental Policy and Procedures, and other Bank Policy and procedures.
- To formulate annual strategies for the NRO to ensure a 25% contribution to Business Development's annual budget.
- To structure the NRO for efficient selling of the Bank's products(mortgage) to our target market clients.
- Develop remunerative business – from structuring deals, analysing risks, liaising with others to ensure a seamless placement of business on the Bank's books.
- To work with the London Relationship Managers to process mortgage/property business introduced from Nigeria, as and when necessary.
- To recommend for approval, all KYC/KYB documentation in respect of all new to bank relationships.
- To be an ambassador of the Bank, ensuring the Bank is always portrayed in an excellent manner.
- To provide required MI, reports, product papers and presentations for Senior Management of the Bank as may be needed.

- To provide timely peer comparison and information especially around developments in the Market, that will support Business Development.
- Research and maintain knowledge to ensure adherence with all applicable regulatory requirements and Compliance policy and procedures, and adhere to all such standards, both legal and regulatory, to avoid exposing the Bank to undue risk.

Service Responsibilities

- Maintain the NRO as the first touch point for client query resolution.
- Ensure timely and efficient service delivery to clients through close interaction with stakeholders/dependent departments (Operations, credit/compliance etc)
- Ensure client enquiries and queries are resolved in the NRO within 24hours.
- Ensure clients statements, reports and other statutory reports are up to date and timely

Conduct Requirements:

Individual Conduct Rules:

Rule 1: You must act with integrity.

Rule 2: You must act with due skill, care and diligence.

Rule 3: You must be open and cooperative with the FCA, the PRA and other regulators.

Rule 4: You must pay due regard to the interests of customers and treat them fairly.

Rule 5: You must observe proper standards of market conduct.

Competence Requirements:

Professional/Academic Qualifications:

Essential: University degree in a relevant field

>10 years experience

Strong knowledge of the Nigerian Market

Strong sales and business development network

Knowledge and understanding of the FBN Network

Leadership:

Excellent relationship skills demonstrating energy, inspiration and passion to motivate others.

Change agent driving personal initiatives and innovative thinking to improve quality standards.

Articulate communicator engaging at senior level with management and internal stakeholders.

People leader demonstrating energy, inspiration, and passion to motivate others.

Strategic thinker who can create a culture which fosters consistency in line with Group vision and values.

Functional/Technical Skills:

Essential: Excellent Sales/Market/Business Development Skills.

Interpersonal Skills:

Essential: Good communication skills. Good team player.

Competencies:

There are **six core behavioural competencies** applicable to every member of staff as part of FBN's Performance Management Framework and are fundamental to the way in which we operate. The level of behaviour required for your role is detailed below and the full range of descriptors for each level is available in the Competency Framework Booklet.

	Competency	Level
1	Professionalism	3
2	Client Focus	3
3	Decision Making & Accountability	3
4	Working with Others	3
5	Change Orientation	3
6	Risk Awareness	3

Signed:

Date: