

## Job Description

### **Job Title: Senior Client Liaison Manager**

**Location:** Abuja office, Nigeria

**Department:** Nigeria Representative Office, Business Development

**Reports to:** Business Development Manager (Lagos office)

**Direct Reports:** No

### **Purpose of role: -**

To develop, grow and maintain a strong referral client base, providing first contact and an exceptional on-boarding experience for FirstBank UK clients through the Nigeria Representative Office, this is a standalone role in the Abuja office working in conjunction with the Lagos office.

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### **Primary Responsibilities of Role:**

#### **Business Development Responsibilities**

- Develop sales leads generation from FirstBank group, client referrals and personal network and other sources.
- Follow up with leads from Relationship Managers and provide all necessary support on new client matters.
- Develop and deepen relationships between FirstBank Nigeria and FirstBank UK and other relevant parties. Private and Retail Banking in particular, encouraging collaboration.
- Generate potential client leads for NRO and forward to Private Banking in the UK.
- On board clients for Private Banking and Corporate Banking products and services in accordance with the Banks procedures and regulations.
- Provide support for then Private Banking, Institutional Banking and Corporate Banking teams where required.
- Advocate a fair sales and service culture through leading by example.
- Actively follow up on all inactive/dormant accounts.
- Ensure continuous personal development and learning in line with best industry practice.

#### **Service Responsibilities**

- Provide support for client requests and enquiries including account queries, card requests, payment instructions and account updates
- Manage client on boarding for online and mobile banking app providing training, updates and resolutions as swiftly as possible
- Facilitate client onboarding and account opening by obtaining all documentations and required searches
- Ensure timely and efficient service delivery to clients through close interaction with middle and back office staff
- Handle client enquiries of day to day nature via telephone/e-mail. Assist in resolving client problems within the team.
- Ensure clients statements, reports and other statutory reports are up to date and timely

#### **Technical Responsibilities**

- Prepare and provide accurate and timely MI, reports & updates for clients, RM's and Business Heads as may be required.

- 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.

### 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.

**Rule 6:** You must Act to deliver good outcomes to retail customers.

### Competence Requirements:

#### Essential

- Proficiency in English (verbal and written).
- Fluency in Hausa / Fulani dialect.

#### Professional/Academic Qualifications:

- Bachelor’s Degree.
- Master’s Degree desirable but not required.

#### Experience

- Significant experience within the banking/finance sector in Nigeria.
- Someone who is hands on and passionate about Client acquisition.

#### Leadership:

- Leadership qualities i.e., accountability, focus and decisiveness.

#### Interpersonal Skills:

- Strong communication skills.
- Exhibits strong networking skills.
- Demonstrate good team player skills and understands internal and external customer requirements.

It is expected that you are aware of the Bank’s values and competency expectations.

Bank’s Competency Expectations	Bank’s Values
Professionalism	Innovative
Client Focus	Collaboration
Decision Making & Accountability	Accountability
Working with Others	Respect
Change Orientation	Ethics
Risk Awareness	

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