



OFFRE D'EMPLOI N° 007/SB-RDC/KOL/2025

Intitulé du Poste : Analyst, Client Coverage | Chinese Segment
Département : Client Coverage
Lieu d'affectation : Kolwezi
Type de Contrat : CDI assorti d'une période d'essai de 6 mois

I. A PROPOS DE STANDARD BANK

Standard Bank est le plus grand groupe de services financiers d'Afrique en termes de capitalisation boursière et un acteur innovant sur la scène internationale, qui offre une variété de possibilités de développement de carrière – ainsi que la possibilité de travailler aux côtés de certains des professionnels les plus talentueux et les plus motivés du secteur. Présent dans 38 pays du monde dont 20 en Afrique, c'est depuis 1992 qu'il opère en République Démocratique du Congo à la suite de l'acquisition d'ANZ Grindlays Zaire qui existait dans le pays depuis 1973.

Standard Bank RDC offre une gamme variée de produits et services par le truchement de ses diverses branches à travers la RDC via un réseau des intermédiaires (banques correspondantes). Nos clients vont des entreprises de toutes tailles aux grandes multinationales ainsi qu'aux institutions. Nous sommes passionnés par la création de croissance en Afrique.

Ainsi, afin d'apporter une valeur réelle et significative à nos clients et aux communautés que nous servons et créer un réel sentiment d'utilité, nous avons développé une expertise dans la prestation des services liés aux besoins des entreprises minières, multinationales et autres organisations internationales opérant en République Démocratique du Congo.

Nos équipes allient leur connaissance approfondie sur les conditions et déterminants du marché en RDC à l'expertise du Groupe Standard Bank opérant dans les marchés émergents aux fins de développement des solutions sur mesure répondant aux besoins de la clientèle.

II. JOB DESCRIPTION

JOB INFORMATION

Job Family : Client Coverage
Sub-function : Relationship Management
Reports to : Vice-President, Client Coverage
Career Type* : Functional/Specialist

JOB PURPOSE

To provide portfolio management support, research and analyse relevant client and sector information enabling understanding of the client business to support strategy and business origination objectives.

JOB FUNCTIONS

Essential Functions

- Research, analyse and understand individual clients in terms of business model, strategic levers, business drivers and financial metrics.
- Contribute towards coordinating the client service team (CST) meetings by preparing the logistics, agenda and content management. Follow up on action points post the meeting.
- Work closely with team members to compile and review individual client information into reports, documents and dashboards on client engagement levels, sales activity, business pipeline and value proposition profitability to provide input into the CSTs opportunity identification, budget planning and performance forecasting.

Essential Functions

- Collate relevant information and data for the purpose of tracking performance metrics that inform client, sector and market trends to support the origination of clients and sustainable solutions.
- Build client centric, sustainable relationships with counterparts at the client, to enable the delivery of relevant SBG value propositions/ solutions that contribute towards the clients growth and grow share of wallet.
- Prepare materials to drive a successful engagement (e.g. pitch books, RFPs, client presentations, case studies).
- Organise and attend client visits in support of the CC and broader CST, maintain ongoing client dialogue and support solutioning and cross selling.
- Co-ordinate internal stakeholder sessions, prepare and present client information and follow up on actions arising to drive integration and client centricity in delivering against existing and new opportunities.
- Liaise with internal functions (e.g. Product lines, Operations, Credit Risk) to support the day-to-day client relationship management and resolution of client escalations.
- Support the credit process and other relevant workflows between credit and coverage by assisting with credit applications, support NBAC (New Business Approval Committee), excess management escalations, and compliance related issues to support client risk strategy.
- Track and monitor client financial performance, including information undertakings and covenant compliance and escalate where required.
- Adhere to applicable CIB policies, systems, processes and procedures to ensure the compliance and fulfilment of all relevant risk, regulatory and business control requirements.
- Contribute towards realising the Coverage and CIB desired culture by modelling and displaying appropriate behaviours, collaborating across the business and promoting team work.

III. REQUIREMENTS

QUALIFICATIONS

Education			
Type of Qualification	Field of Study	Required / Preferred	And / Or
First Degree	Business Commerce	Preferred	
Work Experience			
Experience	Experience Details	Required / Preferred	
1-2 years	Demonstrate a basic understanding of the CIB Client Coverage capability and operating environment.	Required	and
1-2 years	Basic understanding of credit and risk.	Required	and
1-2 years	Exposure to and limited experience in portfolio management.	Required	and
1-2 years	Demonstrated experience working in cross functional teams to deliver comprehensive client experience.	Required	and
1-2 years	A track record conducting research and analytics, supported by strong computer proficiency skills.	Required	and
Total number of years' experience		2 years	

BEHAVIOURAL COMPETENCIES - ESSENTIAL

Adopting Practical Approaches	Applies practical skills when investigating issues; prefers to learn by doing; is practically minded and applies common sense.
Checking Details	Is meticulous in finding errors; ensures accuracy by being thorough and checking details; produces high quality work by being detailed.
Conveying Self-Confidence	Is self-assured and projects inner confidence; is confident and determines own future; values own contributions.
Developing Expertise	Is open to taking up learning opportunities; is quick in acquiring knowledge and skills; develops expertise by updating specialist knowledge.
Documenting Facts	Writes fluently when documenting facts; understands arguments logically; focuses on finding facts
Interpreting Data	Interprets data rationally by quantifying issues; applies technology as a means to evaluating data; evaluates information objectively.
Inviting Feedback	Is receptive to feedback and acknowledges criticism; open to critique and critical thinking; gathers feedback from others.

Managing Tasks	Manages tasks by being organised and methodical; plans activities systematically; sets priorities for tasks
Producing Output	Is focused on activity and works quickly; keeps busy and maintains productivity; is comfortable multi-tasking to produce output.
Pursuing Goals	Strives to achieve outstanding results; is ambitious and acts with determination; persists through difficulties to achieve results.
Taking Action	Takes action to make things happen; uses initiative to start things up; shows drive and invests personal energy.
Team Working	Works participatively with others; is democratic and encourages team contributions; collaboratively involves others in decision-making.

TECHNICAL COMPETENCIES

Competency Group Consumer Banking		
Competency	Level	Competency Description
Client Knowledge	1. Basic	Knowledge of the Bank's clients, their names, requirements, history of relationship and key relationship issues.
Client Retention	1. Basic	Ability to retain existing customers or clients, diagnose their needs and present product feature and benefits to retain their business.
Client Servicing	1. Basic	The ability to respond to client requirements, queries and complaints and log order entries into relevant company system.

Competency Group Strategy and Planning		
Competency	Level	Competency Description
Business Development	1. Basic	The ability to identify opportunities and initiates or viable projects through facilitating project preparation, scoping, feasibility studies and business plans.

SCOPE

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Managerial Archetype		

Contact with Others

Contacts Description	Provide assistance with all customer/client engagements. Deal teams, own team, analyst in product and KYC etc.
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IV. COMMENT POSTULER?

Les personnes intéressées sont priées d'adresser leurs candidatures par e-mail à l'adresse électronique info@standardbank.cd en reprenant l'intitulé du poste en objet de leur e-mail. Les dossiers comprendront **uniquement** une **lettre de motivation** ainsi qu'un **Curriculum Vitae détaillé à jour en anglais** renseignant les numéros de téléphone et adresses e-mails d'au moins **trois personnes** de référence.

Seuls les candidats de **nationalité chinoise** remplissant les critères susmentionnés seront considérés pour la suite du processus. Il sied de préciser que les **candidatures féminines** sont vivement encouragées et que la maîtrise du **français** comme de l'**anglais oral et écrit** seront des éléments déterminants dans la sélection des profils.

La date de clôture pour la réception des candidatures est fixée au **lundi 15 septembre 2025 à 17h00'**.

La Direction des Ressources Humaines

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