



OFFRE D'EMPLOI N° 008/SB-RDC/KIN/2025

Intitulé du Poste	: Vice-President, Client Coverage
Département	: Corporate Investment Banking / Client Coverage
Lieu d'affectation	: Kinshasa
Portefeuille	: Telecoms & Media, Consumers, Diversified Industries and Real Estate
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 Relationship Management
Sub-function	: Corporate Banking
Career Type*	: Line/Managerial

JOB PURPOSE

To manage and grow a portfolio of less complex clients and internal relationships across the end to end client engagement value chain. ensuring the clients' needs are fulfilled, while managing risk, delivering exceptional client experience and contributing towards achieving the defined revenue targets. Act as a trusted advisor, influencing timelines, expectations, and proactively negotiating across departments and coordinating the origination and execution of client centric solutions.

JOB FUNCTIONS

Essential Functions

- Own, manage and maintain the client life-cycle and client data for an assigned client portfolio.
- Coordinate dialogue across CIB, contributing client insight and expertise, aligned to the universal Sector Coverage strategy to define target clients (existing and potential), manage risk and contribute towards revenue growth.
- Utilise research, analysis and insights to lead and manage the client service team (CST) in the ideation and development of the client strategy and plans to enable effective client engagement and opportunity identification.

Essential Functions

- Compile portfolio target revenue, forecasting and performance metric (CROC) to deepen the client share of wallet (SOW).
- Collaborate across SBG (sales, product, risk) to monitor, track, encourage and motivate for the development of new / modified solutions in response to changes in the client reality, to stay relevant and on target.
- Build client centric, sustainable relationships with senior management and executive level key decision makers, act as trusted advisor and intermediary delivering relevant SBG value propositions and solutions to contribute towards the clients growth and grow share of wallet.
- Represent and build the SBG and CIB profiles by attending and participating in conferences, workshops and expert panels sharing strategic thought leadership on client and sector opportunities and the SBG and CIB client value proposition.
- Ensure the CST gets deal closure and executes the deal end to end.
- Coordinate cross functional collaboration with internal stakeholders to leverage solution sets sitting across SBG to unlock the client relationship and critical opportunities.
- Partner the deal captain to define and prepare the pitch approach, then anchor the pitch in the context of the client relationship and value proposition to win new business lines and clients.
- Co-create solutions in collaboration with segment / product teams, including ideation for delivery of new business lines that contribute to clients' digital journeys.
- Co-ordinate the effective implementation of individual client and client portfolio strategies and plans to achieve targets.
- Lead the CST in defining and refining solutions, negotiating contract terms and determining pricing strategy to contribute to CIBs long term profitability.
- Act as first line of defence by gaining a clear understanding of potential risk to effectively manage exposures and operational loss for the client portfolio.
- Oversee client performance and exposures in line with client risk strategy to provide early warning signals of deterioration.
- Limit potential NPLs with a view to achieving agreed credit loss ratios.
- Manage the adherence to all applicable CIB policies, systems, processes and procedures to ensure compliance with regulatory and risk frameworks, and the fulfilment of all relevant risk and business control requirements.
- Utilise research, analysis and insights to lead and manage the client service team (CST) in the ideation and development of the client strategy and plans to enable effective client engagement and opportunity identification to deliver revenue targets.
- Manage the achievement of objectives through effective leadership of the team, including allocating clients, setting targets against each client, reviewing the quality of work, providing feedback and promoting personal and professional development in order to build the overall capability of the team and drive improvements in performance.
- Contribute towards realising the desired culture through the appropriate leadership of the team, and inspire and ensure people are developed according to evolving market, client and sector needs.

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	
5-7 years	Demonstrate an advanced understanding of the Client Coverage capabilities and a growing understanding of the overall CIB and the competitive environment.	Required	and
5-7 years	Experience in risk management and fulfilling the role of "first line of defence".	Required	and
5-7 years	Experience leading client engagement at senior management and executive level.	Required	and
5-7 years	Demonstrated proficient experience working in cross functional teams to drive client centric solutions, grow portfolio revenue and deliver comprehensive client experience.	Required	and
5-7 years	A track record conducting, collating and reviewing detailed financial and / or valuation analysis for use in client engagements.	Required	and
Total number of years' experience		5 years	

BEHAVIOURAL COMPETENCIES - ESSENTIAL

Articulating Information	Is articulate in giving presentations; is eloquent and explains things well; projects social confidence when articulating information.
Conveying Self-Confidence	Is self-assured and projects inner confidence; is confident and determines own future; values own contributions.
Convincing People	Is comfortable having to persuade others; shapes opinions by being outspoken; seeks to negotiate with others.
Developing Strategies	Is focused on developing strategies; thinks in the longer term and anticipates trends; envisages the future and adopts a visionary approach
Establishing Rapport	Builds rapport and puts people at ease; is engaging and welcomes people; finds it easy to make friends.
Exploring Possibilities	Is conceptual when developing ideas; applies theories to problem solving; prefers to learn by thinking and identifying underlying principles.
Interacting with People	Is lively and projects enthusiasm; is talkative in making contact; is focused on interacting and networking with people.
Making Decisions	Is determined and decides on actions; willingly assumes responsibility; is definitive and stands by own decisions.
Providing Output	Is focused on activity and works quickly; keeps busy and maintains productivity; is comfortable multi-tasking to produce output.
Providing Insights	Is focused on continuously improving things; provides insights by identifying key issues; makes intuitive judgements.
Team Working	Works participatively with others; is democratic and encourages team contributions; collaboratively involves others in decision-making.
Understanding People	Shows empathy and compassion; attends and listens to people; is attentive and understands the motivation in others.

TECHNICAL COMPETENCIES

Competency Group Consumer Banking

Competency	Level	Competency Description
Client Knowledge	3. Seasoned	Knowledge of the Bank's clients, their names, requirements, history of relationship and key relationship issues.
Client Retention	3. Seasoned	Ability to retain existing customers or clients, diagnose their needs and present product feature and benefits to retain their business.
Client Servicing	3. Seasoned	The ability to respond to client requirements, queries and complaints and log order entries into relevant company system.

Competency Group Financial

Competency	Level	Competency Description
Financial Analysis	3. Seasoned	The knowledge and understanding of more advanced analyses and the way in which financial ratios, trends, business and value drivers interact.

Competency Group Governance – Risk – Compliance

Competency	Level	Competency Description
Risk Management	3. Seasoned	Demonstrates knowledge and understanding of risk management methodologies, tools, governance structures and regulatory requirements for good management of risk.

Competency Group Information Technology

Competency	Level	Competency Description
Data Analysis	3. Seasoned	The ability to analyse statistics and other data, interpret and evaluate results, and create reports and presentations for use by others.

Competency Group Strategy Planning

Competency	Level	Competency Description
Business Development	3. Seasoned	The ability to identify opportunities and initiates or viable projects through facilitating project preparation, scoping, feasibility studies and business plans.

Competency Group		Trading and Transacting
Competency	Level	Competency Description
Client Business Case	3. Seasoned	The ability to plan and communicate a business case to support the intent to engage with a financial transaction with a qualified client or to align a new or existing product range.

SCOPE		
People Management:		
	# Direct Resources Managed	# Indirect Resources Managed
This position manages/supervises people	1-3 Client Analysts	None

Contact with Others	
Contacts are frequently inter-organizational and outside customer/vendor interactions. Part of a team who represents the organization. Monitors activities and communicates information across the organization	
Contacts Description	Deal teams, own team, associate in product and KYC etc.

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 congolaise 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 de l'**anglais oral et écrit** sera un élément déterminant 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

