

## Business Development Manager- Personal Finance (Outsourced)

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Business Development Manager - Personal Finance Location : Abu Dhabi Role

Purpose:

Managing a Team and ensure that overall responsibilities are achieved, while projecting the warm image of ADIB, increase bank's visibility in the Financial Market

Developing new strategies for the business for the respective area and build suitable plans to increase the business.

Key Accountabilities of the role

Main Responsibilities:

To ensure that the set target and are met/exceeded on time.

Ensure Team fully adhere with ADIB policy and procedure on day-to-day business management.

Ensure adequate leave plan for the team and execution of the same effectively.

Daily/Weekly Responsibilities:

Ensure business proposed/booked under ADIB policy and procedure with Shari'a compliances.

Monitor day to day activities of IFE's and ensure appropriate business management/control in place.

Coach Team on date-to-date business activities, guide to achieve monthly goals.

Review and recommend standard credit application and ensure authenticity of the critical documents (MRF, identification documents, Banks statement, etc.)

Updates the leads status on time, please ensure status update before leaving your desk for the day.

Ensure the daily attendance, if there is regular absenteeism then escalate to SM.

Ensure disbursement files are in order, prior forwarding the file to RFO, by cross checking, customer's original documents against copies. Files must be sent to RFO immediately or within next 1 working day.

To ensure proper handover of all customers related files/documents prior to staff's leaver starts/or event of resignation/termination and arrange proper follow-up/closing of each case.

Handle customer complaint directly, should not let IFE's handle complaints directly at any point.

Ensure all IFE's are aware of products, policies & promotions of ADIB and keep on update them on changes.

Open business channels for IFE's by visiting potential employers/high new worth customer and can be introduce to IFE's.

#### Monthly Responsibilities:

Motivate high achievers by recognize them in team meeting, also provide opportunity to other staff, to grab top position by creating healthy inter team competition.

Recognize staff training requirement while evaluating their monthly performance.

Arrange IFE training/coaching based on recognized area of weakness and maintain track, escalate SM if in case of hopeless.

Recommend disciplinary action for those shows no improvements.

Support SM on Al Khair STL/Settlement/Clearance/STL, based on calls.

Visit 2 ministries/Departments/Listed companies and provide report to Business visit Report to SM

Annual Responsibilities:

Conduct annual appraisal and recommend staff recognition.

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