

Job Title:	Graduate Trainee	Reports to:	Assigned Supervisor
Unit:	As assigned	Department:	As assigned
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

To offer required support to assigned units/ departments with the purpose of learning and consolidating knowledge through shadowing various staff members, participating in learning experiences, attending meetings in order to achieve a high level of competence and acquire the potential to become a next generation leader and take on substantive roles on successful completion of the program.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial & New Business Growth	30%	<ul style="list-style-type: none"> Efficiently and effectively execute on assigned duties. Marketing/selling of bank products & Services to both potential and existing customers. Identify business improvement opportunities and communicate them to the assigned supervisor as applicable and by so doing actively contribute to the growth and development of the Bank's business.
Internal Controls, Processes & Procedures	30%	<ul style="list-style-type: none"> Carry out duties assigned duties against laid down processes and procedures, and within set limits and TAT. Participate as an active member in the Graduate Management Program. Observe all policies, procedures and demonstrate a way behaviors and values. Make sound judgments and make effective, timely decisions. Successfully manage and complete all assigned projects and assessments as set requirements. Commit to be available to work in any department within the Bank. Accurately maintain and update personal portfolio of evidence to ensure all learning received (both on and off the job) is captured over the program period.

Customer Experience	20%	<ul style="list-style-type: none"> • Maintain high level customer service standards at all times. • Maintain TAT in all areas of performance and a high customer service standards at all times, in the banking halls, written communication and on telephone. • Offer timely and quality service as stipulated by Bank procedure, and report/ escalated appropriately on provided platforms. • Ensure follow up on customer queries and provide feedback promptly at all times. • Keep self-updated on existing and new products, to offer customers informed advice and cross sell appropriately.
Learning and growth	20%	<ul style="list-style-type: none"> • Ensure personal growth by continuous learning/training for self through E-learning, internal & external training activities. Career growth enhancement for self through personal development initiatives.i.e.job shadowing to learn other roles. • Take responsibility for and commit to continuous self-development throughout the 12 month duration of the program in order to achieve a high level of competence as outlined by the program specifications. • Adopt to different working environments and team cultures. • Work with assigned supervisor to maintain a performance rating of meet and preferably exceed set expectations. • Attend and pass all core training prerequisites and programs within the specified time-frames. • Willingly and continuously share knowledge and learning with program peers as well as coaches and program managers. • Be positive and courageous and seek opportunities to learn and develop. • Inspire and influence others.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	N/A
Indirect Reports	N/A

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal

- Assigned Supervisors
- All staff

External

- Customers

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.

- Operational

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)

Less than 1 week

Ideal Job Specifications

- Bachelor's Degree from a recognized university.
- At least two (2) principal passes at A 'level/equivalent
- First grade at O 'Level/equivalent (with at least a credit in Math and English)
- Uganda National

Ideal Job competencies

Technical Competencies

Conceptual and Analytical Skills

Ability to quickly grasp and understand systems and keen to detail

Behavioural Competencies

Results and Achievement Oriented

Strives to achieve results, enjoys measuring others, being measured, and being judged on performance standards and those of others he leads.

Personal Ethics

Must be honest, fair, just but firm with self, and of high integrity

Negotiation Skills

Must be a good negotiator, particularly in changing behaviour and work practices but always Win/Win.

Communication and Interpersonal Skills

Well-developed oral and report-writing skills, ability to work with, lead and build motivated teams.

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.