# JOB DESCRIPTION – FUTURE LINK TECHNOLOGIES LTD (FLT)

**Title:** Business Growth Advisor

**Salary Grade:** Grade D

**Reports to:** Senior Manager Savings-Plus

**Work Station:** Future Link Technologies Ltd (FLT), Plot 97, Bukoto Street, Kampala

**JOB PURPOSE:**

The primary purpose of the Business Growth Advisor is to drive the effective adoption and utilization of FutureLink Technologies' Banking as a Service platform and industrial dashboard within partner financial institutions. This role ensures that these institutions can leverage the dashboard to enhance operational performance, achieve growth, and make data-driven strategic decisions.

**Key Responsibilities and Accountability**

1. Develop a deep understanding of the Banking as a Service platform and its dashboard.
2. Conduct training sessions for financial institution staff on using the platform and dashboard effectively.
3. Provide ongoing support and guidance to financial institutions, helping them to integrate the polices that enhance the utilization of savings-plus services into their daily operations.
4. Work closely with financial institution management and boards to identify key performance indicators and customize dashboard features to meet their specific needs.
5. Monitor the adoption and usage of the dashboard, providing feedback to Futurelink Technologies' development team for continuous improvement.
6. Assist in developing case studies and success stories to showcase the benefits of the platform and dashboard.
7. Collect and analyze feedback from users to identify areas for improvement and additional training needs.
8. Stay updated on industry trends and best practices to ensure the platform remains competitive and relevant.
9. Ensure that our existing clients get quality support for all the services we are offering them.
10. Participate in Writing and maintaining an up-to-date User manual for SAVINGS PLUS Platform
11. Participated in quarterly Customer Satisfaction surveys and advise on possible remedies.

**Qualifications:**

* Bachelor’s degree in Business, Finance, Information Technology, or a related field.
* Experience in the financial services industry, preferably in a client-facing role.
* Strong understanding of financial technology and digital banking platforms.
* Excellent communication and presentation skills.
* Ability to build strong relationships with clients and internal teams.
* Proactive problem-solving skills and attention to detail.
* Willingness to travel to client locations as needed.

**Skills:**

* Customer training and support
* Financial analysis and reporting
* Client relationship management
* Technical proficiency with banking software
* Analytical and strategic thinking

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands.**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**Position Type/Expected Hours of Work**

This is a full-time position, and the hours of work and days are Monday through Friday, 8:00 a.m. to 5 p.m. This position regularly requires long hours and frequent weekend work.

**Travel**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

**Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_**