

Job Title

Branch Manager, Mombasa Branch.

Reporting Line

Head, Retail Banking

Roles & Responsibilities

1. Business Growth

- Entrench growth by market dominance and market share multiplication
- Ensure that the overall budget of the Business Office is met and surpassed
- Keep up to date with business environment information with the objective of identifying business opportunities and maximizing them
- Network with all potential clients in all relevant categories of own locality

2. Profitability Management

- Overall owner of the P&L of the branch and hence managing resources optimally, both human and material to achieving sustainable profitability
- Driving through the business segments within the branch to ensure maximization of coverage in own locality
- Develop and manage strategies to increase the share of wallet of all types of customers within own locality

3. Branch Operations & Leadership

- Own responsibility for the Business Office – Market Facing & Customer Service functions
- Ensure effective Customer Service Delivery and Experience across all touchpoints in the branch
- Responsible for brand and ambience management within the branch
- Ensure that the Bank's/ Regulatory Authorities' policies and guidelines are complied with at all times
- Direct and coach the branch team while instituting and driving a learning culture within the branch

KPIs:

- Achieve the approved PBT for the branch

Job Requirements

- First degree in any field from a recognized university.
- Preferably have a second degree or relevant professional certification (as an added advantage).
- Excellent banking knowledge with Five (5) years of primary banking experience in sales or operations and at least 2 years secondary banking experience in retail/commercial banking or branch operations. with a leading industry player.
- Proficiency in Microsoft Office Suite.

Key Competency Requirements

Knowledge	Skills/Competencies
<ul style="list-style-type: none">▪ Must exhibit drive energy, aggression and passion for business development and acquisition▪ Must be technology savvy	<ul style="list-style-type: none">▪ Ability to evaluate needs of customers and determine what products or service would best serve those needs.▪ Selling and marketing skills.▪ Must be self-solution driven, proactive and have acceptable knowledge of the business environment.▪ Dynamic, analytical and a self-driven individual with the ability to work under pressure, maintaining a professional and helpful attitude at all times.▪ Strong networking skills, for both internal and external networks.▪ Relationship Management skills with excellent communication and interpersonal skills.