

# VACANCY



**Job Title:** BRANCH MANAGER  
**Reporting to:** HEAD, CUSTOMER NETWORK  
**Location:** ARUA BRANCH

## Job Summary

To provide overall branch leadership by managing performance of the branch in order to achieve the financial, customer service, people and operational objectives of the retail business in accordance with the Bank's policies and procedures.

Major Duties and Responsibilities	Minimum Education Qualification
<ul style="list-style-type: none"><li>• Manage the marketing and business development function of the branch to achieve its targets as per dashboard /KPIs.</li><li>• Streamline business processes of the branch to create efficiency and ensure adherence to the risk management framework.</li><li>• Ensure all branch business operations comply with Bank policies and procedures and all regulatory guidelines of the financial sector.</li><li>• Conduct monthly review of performance levels against approved budgets and prepare branch performance reports.</li><li>• Participate in the preparation of the branch's annual budget and monitor its implementation to minimize overruns/variances.</li><li>• Ensure that all accounts opened at the Branch comply with the KYC policies and procedures.</li><li>• Regularly appraise the activities of the branch and make recommendations for improvements where required.</li><li>• Monitor all customer queries and complaints at the branch to ensure timely resolution and create competitive turnaround time of closing any outstanding issues in line with the set service standards.</li><li>• Monitor and evaluate performance of branch team in respect to the set targets and support staff development to achieve volume of business and enhanced profitability in line with performance management guidelines.</li></ul>	<p>A Bachelor's degree in a business related course from a recognized university.</p>
	Work Experience
	<ul style="list-style-type: none"><li>• Minimum of 6 years' experience in banking, of which at least three (3) must have been at a supervisory/managerial level.</li><li>• Must have prior experience in sales and / or business development.</li></ul>
	Key Required Competencies & Skills
	<ul style="list-style-type: none"><li>• Leadership and supervisory skills</li><li>• Market intelligence</li><li>• Demonstrated good customer service orientation</li><li>• Knowledge of bank products and services</li><li>• Knowledge of Bank's Credit Policies and procedures</li><li>• Excellent interpersonal and oral communication skills.</li><li>• Performance management skills</li><li>• High level of integrity and ethical standards</li></ul>

All interested candidates who meet the criteria indicated above are requested to send their applications, and updated Curriculum Vitae to the following email: [recruit@orient-bank.com](mailto:recruit@orient-bank.com)

**Deadline is Friday 7<sup>th</sup> May, 2021 at 5:00pm**

**Note:** Only shortlisted candidates will be contacted