

# Join Our Team



## BRANCH MANAGER(S)

REPORTS TO: HEAD CUSTOMER NETWORK

### 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 & RESPONSIBILITIES

- As the CEO of the branch, the branch manager is expected to drive the business development agenda of the catchment area by identifying business opportunities in corporate, SME and retail that the branch can harness to drive growth of the business.
- Responsible for branch growth and profitability month on month.
- Optimize branch P&L and balance sheet performance as well as other financial KPIs.
- Streamline business processes of the branch to create efficiency and ensure adherence to the risk management framework.
- Ensure all branch operations comply with Bank policies, procedures, and all regulatory guidelines.
- Conduct monthly review of performance levels against approved budgets and prepare branch performance reports.
- Conduct periodic control assessment and spot checks at the Branch and assigned service centres.
- Participate in the preparation of the branch's annual budget and monitor its implementation to minimize overruns/ variances.
- Engage customers on AML related issues and ensure that the Branch adheres to controls and procedures on "Customer Due Diligence" relating to money laundering prevention and compliance risk.
- Regularly appraise the activities of the branch and make recommendations for improvements where required.
- Build motivated, committed and focused branch team, consistently delivering creative, precise and customer focused service.

- Monitor all customer complaints to ensure timely resolution and create competitive turnaround time of closing any outstanding issues in line with the set service standards.
- Drive the bank's digital strategy to enhance customer experience cross sell opportunities.
- Proper delivery on performance management processes ensuring active participation and timely submission of accurate results.
- 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.
- Follow up and ensure closure of all pending audit queries to ensure prompt resolution.

### MINIMUM EDUCATION QUALIFICATION

- A Bachelor's degree in a business related course.
- A Postgraduate qualification is an added advantage

### WORK EXPERIENCE

Minimum of 5 years' experience in banking operations, of which at least 2 must have been at a supervisory/managerial level.

### KEY REQUIRED COMPETENCIES & SKILLS

- Business Acumen & Market intelligence
- Knowledge of branch operations
- Leadership and supervisory skills.
- Knowledge of bank products and services.
- Knowledge of Bank's Credit Policies and procedures.
- Excellent interpersonal and oral communication skills.
- Analytical skills.

To apply, send your application to;  
[recruit@orient-bank.com](mailto:recruit@orient-bank.com)

Closing Date;  
**Tuesday, 7th September, 2021 at 5:00PM**