

JOB DESCRIPTION

Job Ref No.HR/029/18

Position Title: Branch Manager

Available positions: Four (4)

Division: Retail Banking

Location: Mombasa, Kilifi, Malindi and Meru

Reporting to: Regional Branch Business Manager

Position scope:

The position is responsible for the development and implementation of business strategies to deliver performance and growth targets of the branch in line with the Bank's Strategy.

Key responsibilities

- Develop and implement business strategies to deliver performance and growth targets of the branch.
- Execute the Bank's and Regional Business Strategies at the branch level.
- Lead the development and implementation of business development initiatives with a focus on growing branch business volumes, customer base and income in line with business strategy.
- Drive employee development and engagement within the branch.
- Build a motivated, committed and focused branch team.
- Provide the overall coordination, leadership and management of performance at the branch.
- Develop and implement sales and profitability plans to ensure achievement of Branch targets.
- Promote the provision of excellent customer service in the branch to facilitate superior customer experience and business growth.
- Oversee effective delivery of operations and services in the branch in line with agreed services standards.
- Champion compliance and adherence to Bank's policies and procedures especially as relates to credit, service and compliance for better risk management and mitigation.
- Ensure security and safety of Bank's assets, including structures, equipment, inventory and cash.
- Enhance Brand Equity by actively participating in community, business and industry forums to build a network of contacts that improve the presence and reputation of the Branch and the Bank in the local area.

Skills & Experience

- A University Degree in a business related field from a recognised University.
- Professional qualification in Banking or Sales / Marketing.
- 7 years banking experience in Sales, Service, Relationship Management or in Operations and of which 3 years must have been in Leadership position.

- Sound knowledge of banking services, products and solutions including lending, and credit administration.
- Proven success in customer service, relationship management and business development.
- Strong communication, analytical, and problem solving skills.
- Strong Leadership, Supervisory and team management skills.

How to Apply:

If you believe you meet the criteria given above, please submit your application with a detailed CV addressed to the Director Human Resources stating your current position, current gross salary, e-mail address and telephone contacts quoting the job title/reference in the subject field to: Recruitment@nationalbank.co.ke by **31st May 2018**.

Applications received after the set deadline will not be considered and only shortlisted candidates will be contacted for the next stage/s of the process.

National Bank of Kenya is an Equal Opportunity Employer. Canvassing will lead to automatic disqualification.