



**POSITION: RETAIL MANAGER**  
**DEPARTMENT: PERSONAL BANKING**  
**REPORTS TO: REGIONAL RETAIL MANAGER**

### **JOB PURPOSE STATEMENT**

The purpose of this role is to drive and deliver exceptional retail business performance, through the provision of efficient business management, powerful leadership, team development and achievement service delivery excellence.

### **KEY RESPONSIBILITIES**

- Business planning and growth (deposits and lending) as well as customer growth and retention (40%).
- Branch Profitability and cost management (20%)
- Overall Quality of Customer experience in the branch (20%)
- Minimization of exposures to and impact of operational risks inherent in branch service delivery. Branch structure and application of established policies, processes, procedures and tools in achieving compliance requirements, optimal efficiency, resource utilization and cost containment ((10%)
- Leadership which translates into conducive work environment and employee satisfaction at the branch (10%)

### **COMPETENCE REQUIREMENTS**

- Leadership to nurture and sustain employee satisfaction; and to manage changes
- Performance Management to optimize employee productivity
- Selling skills to grow customer numbers and customer product uptake
- Relationship Management - managing client relationship so as to ensure value add to the customer and increase in the Bank's wallet share
- Operational Risk Management skills to minimize exposures to and impact of operational risks inherent in branch service delivery
- Organization development to effectively structure the Branch Banking functions for optimal performance

- Knowledge and experience in modern service delivery practices in medium to large banks to provide guidance on quality improvements and operational changes
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Ability of effectively plan and monitor the branch performance using defined system and processes
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture.

## **QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- University Degree – Upper second or GPA 3.0.
- Proficiency in computer use including MS Office tools and banking systems
- At least 7 years banking experience four (4) of which must be in a branch management role; at least two (2) within a branch operations role and at least two (2) within business development.