



Job Description

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Job Title	Job Location	Category
Manager Service Centre - Dar es Salaam	Dar es Salaam	-
Job Type	Job level	Industry
Full Time	Intermediate	Banking

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget	Max Budget	Primary Industry
-	-	Banking: 5 Years
Secondary Industry	Primary Category	Secondary Category
-	-	-
Certificate	Qualification	
-	-	

Summary

Manage overall performance of the service center in terms of set sales, services and operational targets.

Responsibilities

Accountability: Business management- 20%

- Allocate duties to team members in order to achieve operational targets including prioritization and work schedules.
- Benchmark productivity of the department against industry standards and create measures to improve productivity.
- Review performance against balanced scorecard components as prescribed by the Executive, discuss gaps and agree action plans to close gaps.
- Contribute to the development of business unit strategy for the next 2-3 years by providing a view on potential improvements for products or services and an assessment of the existing situation and anticipated changes in the external environment.

Accountability: People management- 30%

- Manage a team of staff to ensure effective daily operations
- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members
- Create effective workforce and recruitment demand plans to ensure that current and future business requirements can be met. Plans should be revised at least twice a year. Establish and maintain a succession plan for the team
- Manage a team to ensure effective daily operations
- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members
- Determine and analyze development needs for the team and ensure that identified training requirements are budgeted for and executed
- Establish and maintain a succession plan for the team
- Interview and recruit new members of the team, including determining appropriate compensation levels with input from Human Resources
- Create effective workforce and recruitment demand plans to ensure that current and future business requirements can be

met. Plans should be revised at least twice a year

- Review and update the department's organization structure and role description on at least an annual basis to ensure that they are fit for purpose and contain all the accountabilities of each team member
- Motivate to and obtain approval from the Head of ... for any additional headcount for the team
- Approve leave requests for team members and create leave plans to ensure adequate coverage
- Monitor overtime and ensure that it is kept to a minimum. Report excessive overtime to the Head of ... and create plans to address the issues
- When required, initiate disciplinary processes for team members calling on support from Human Resources when required

Accountability: Controls - 15%

- Manage the implementation of all processes and procedures as stipulates in all branch operation manuals
- Ensure all reports and returns are prepared and submitted on time as required
- Ensure that business continuity plan is up to date and staff are fully aware of it and the responsibilities attached thereon
- Build awareness, keep up to date and comply with Kyc and Aml regulations, comply and keep up to date with all policies and procedures
- Adhere the procedure for protecting ones id and password
- Manage and ensure prompt execution of audit queries/requests
- Ensure Branch cash balances daily
- Ensure adherence to safety and security
- Ensure daily cash position is reported as required
- Ensure that strong room keys are properly managed as per policy
- Ensure that hand-overs of keys are properly done
- Report excess as soon as it arises and arrange for insurance cover
- Ensure that snap checks are done and recorded
- Manage all cash limits in the branch i.e. teller limits and total branch cash limits
- Manage and control effective ATM Replenishment and Balancing
- Manage and control cash movement to and from the branch and confirm security arrangement are in place

Accountability: Drive the achievement of contracted targets in the branch-20%

- Build, develop and maintain high performing team committed to achieving success through others
- Lay down strategies for achieving contracted targets and communicate to branch staff
- Look for new customers and take over business from competitors
- Implement world class management practice to drive branch performance in achieving to branch targets. Lead the branch in identifying and meeting customer needs through selling and cross selling bank products and services, implement lead generation and referral systems in the branch
- Review and evaluate the branch performance in accordance with the strategy manage business risk in the area of responsibility

Accountability: Enhance the unit image in the community-10%

- Identify a network of key customers and role players in the community and build relationship with them
- Create and maintain a high profile in the community
- Participate in the community functions effectively

Accountability: Manage personal career development-5%

- Keep updated with circulars, manuals and policies
- Meet training objectives as set out in personal training and development plan

- Proactively identify personal development areas and training needs
- Possess competent knowledge of the bank products and services and keep updated of changes

Education & Qualifications

Bachelor degree in Commerce/Banking and finance

Requirements

At least 5 years of working experience

Characteristics

- Deciding and initiating action
- Learning and researching
- Entrepreneurial and commercial thinking
- Relating and networking
- Adapting and responding to change
- Persuading and influencing
- Creating and innovating

Driving Licence

Not Required

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