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Approved by
Slingspector

01 DEC 2021

Ecobank
The Pan African Bank

Ecobank South Sudan Limited, a leading commercial bank offering wholesale, retail, transaction banking services and products to individuals, governments, financial institutions, multinationals, international organizations, medium and small enterprises; seeks to recruit dynamic professionals for the following positions: -

POSITION : BRANCH, MANAGER
REPORTS TO : HEAD, Commercial Banking

JOB PURPOSE

Responsible for the effective performance of branch/implants including operational, efficiency, productivity, and financial targets. Manage Branch and sales team to deliver set targets and build effective relationships with clients and regulators.

KEY RESPONSIBILITIES

Responsibility 1

- Deliver sales, revenue, deposit, risk asset, targets, and efficiency ratio.
- Prepare and deliver on approved budgets.
- Maintain target market, customers, product, and service discipline.
- Benchmark operational efficiencies against best practice in industry, local standards, and Group standards to make necessary adjustments internally for maximum effectiveness.
- Deliver on customer service standards, acquisition and client satisfaction levels, retention of high performing clients and growing share of wallet as per target market.
- Analyze sales and retention processes, identify, and monitor new business opportunities through the analysis of MIS and industry and local knowledge.
- Understand and provide clear direction to branch managers based on market analysis and local area consumer trends and competitor offerings.
- Brief branch managers on product and promotional launches and provide regular feedback on branch activities to Head of Domestic Bank.
- Track and maintain area performance records including sales tracker, deposits, risk assets, provisions, incomes, costs and all relevant performance indicators on a daily, weekly, monthly, quarterly and annual basis including reconciliation with financial control

Responsibility 2

- Ensure delivery of excellent customer services to both external and internal customers within agreed service levels.
- Achieve minimum of 3 products per customer and wallet share targets.
- Achieve minimum customer satisfaction rating of 'very satisfied'.
- Maintain excellent external and internal relationships to support good communication and resolve problematic issues.
- Establish close relationships with key business partners i.e. Operations & Technology, Ecobank Capital, Corporate Bank and Finance & Risk to facilitate successful branch partnership and achieve shared sales goals.
- Ensure customer queries are recorded, reviewed for delivery and an action plan put in place to prevent re-occurrence.
- Maintain 99% ATM, POS, printers and note counters etc. uptime

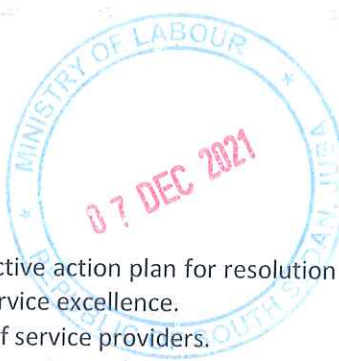
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INTERNAL USE ONLY



- Ensure Branch Managers have effective action plan for resolution of branch issues and good staff communication to maintain service excellence.
- Provide feedback on performance of service providers.
- Provide feedback to various sectors on the performance of staff e.g., IT, Operations etc

Responsibility 3

- Review and update branch structure, process, and staff numbers to ensure they remain fit for purpose and remain within Group guidelines.
- Ensure all branches comply with branch design, business continuity management, monthly proofs, standards, in-branch, publicity, CAP Manual, KYC and all operating and risk policy and procedures.
- Ensure all HR standards and procedures are compiled within all the branches supervised.
- Achieve minimum of "acceptable" ARR rating.

Responsibility 4

- Selection, appraisal, and performance of Branch Managers.
- Actively work with and develop branch managers to achieve outstanding performance.
- Understand and clearly communicate the business strategy of Domestic Bank in a manner that enables staff buy in and recognition of their contribution to the bank.
- Ensure at least 4 training interventions per staff per annum.
- Always ensure competent back up and compliance with Leave Roster.
- Provide honest feedback on performance of colleagues
- Share knowledge and best practice with team members.

A SUITABLY QUALIFIED CANDIDATE SHOULD HAVE:

- Bachelors' Degree
- Post Graduate Diploma
- 5 - 10 years of experience required

Skills, Capabilities & Personal attributes

- Business Acumen
- Communication & Collaboration
- Relating & Networking
- Leading & Supervising

HOW TO APPLY:

Interested candidates for the above positions should submit their application and updated CV to: hrrecruitment@ecobank.com no later than 24th December 2021. **Only shortlisted candidates will be contacted.**