

Job Title:	Branch Operations Manager	Reports To:	Branch Manager
Unit:	Branch Business	Department:	Retail Banking
Grade:	Band 4	Date:	2022
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

To deputise the branch manager in overall branch leadership, ensuring that proper processes, procedures and controls are adhered to at all times. Support and ensure provision of Excellent Customer Experience.

Responsible for the day to day branch operations ensuring timely opening and closing of the branch, service to the customers for all services, keeping high level bank standards.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Internal Controls, Processes & Procedures	50%	<ul style="list-style-type: none"> • Ensure proper controls, processes & procedures are adhered to at all times as per the laid down NCBA bank policies. Business Continuity Plan (BCP) implementation and disaster recovery co-ordination • Ensure branch is opened & closed as per the approved timelines. Operations staff to be ready to serve customers. • Ensure that the NCBA bank's Policies are adhered to at all times when handling different products. Ensure adherence to all KYC & AML processes with regards to new business and acceptable TAT is observed at all times.
Financial/New Business	20%	<ul style="list-style-type: none"> • Together with the BM, create ownership of the branch strategy and targets. Agree branch business plans/ strategies and business goals for the branch aligned to the banks overall growth strategy. • Ensure new business is properly booked and all income due to the Bank in terms of charges, commissions, and fees are collected as per the ruling tariff.
Customer Experience	20%	<ul style="list-style-type: none"> • Ensure excellent customer experience is maintained at all times. Ensure set TAT is achieved at all times. • In conjunction with the BM, co-ordinate branch initiatives aimed at gathering feedback from customers on service standards and advise business heads on improvements • Appraise and promptly address customer issues /complaints escalating as necessary to ensure timely resolution. Ensure set TAT on response to customer queries on phone or by letters is strictly adhered to. • Ensure customers are well informed of NCBA Banks products by equipping the notice board in the banking hall with

		relevant and up to date information as well robust cross sell activities in the branch.
Learning, growth & People Management	10%	<ul style="list-style-type: none"> • In conjunction with the BM, build and develop a high performing and motivated staff team in the branch by creating a sense of team work, a good working environment and regular duty rotations to ensure maximum productivity. • Provide leadership by constantly offering training and guidance on the operations expectations. Adequate coaching and mentoring of branch staff • Manage performance /disciplinary issues/grievances for operations staff. • Willing to perform any other reasonable and lawful duties assigned by management

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	2-5
Indirect Reports	5-19

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
<ul style="list-style-type: none"> • Payment and receiving of transactions up to authorized limits. • Discretion on Rotation of branch staff within the various roles. • Approval of OMNI items. • Approval of staff leave. • Approval on costs within set budgets e.g. staff catering expenses, taxi expenses, facilities maintenance & overtime.

Ideal Job Specifications
<p>Academic:</p> <ul style="list-style-type: none"> • A University degree(Holders of a Business related degree will have added advantage) • Master's Degree will be an added advantage <p>Professional:</p> <ul style="list-style-type: none"> • Professional Banking Qualification (AKIB) or Accounting qualifications will have added advantage. <p>Desired work experience:</p> <ul style="list-style-type: none"> • Minimum 6 years' proven working experience in a Banking environment, with sound exposure to Branch Operations & Processes, 3 of which should be at a management level; 2 within a branch operations role and at least two 2 within customer service role. • Good understanding of the bank's systems(T24,Omniflow & NOBS) • Proven track record of consistently meeting customer expectations and exceeding set targets.

Ideal Job Specifications

- Excellent Bank product knowledge
- Versatility, flexibility, passion and commitment to quality Customer experience/Service delivery.

Ideal Job competencies

Technical Competencies	
Risk Management	Ability to anticipate and mitigate risk by developing appropriate Risk Management Policies for the Bank
Audit Standards and Legislations	Excellent knowledge of International Accounting and Audit Standards, and Legislations.
Compliance and Regulatory Framework	Top notch understanding of the regulatory issues, reporting and operational requirement as provided by CBK, KRA, KIB, etc
Conceptual and Analytical Skills	Ability to quickly grasp and understand systems and keen to detail
Technology Skills	Knowledge of computerized Internal Audit Techniques, Computerized accounting and financial systems, banking applications and spreadsheets.

Behavioural Competencies	
Results and Achievement Oriented	Strives to achieve results, enjoys measuring others, being measured, and being judged on performance standards and those of others he leads.
Personal Ethics	Must be honest, fair, just but firm with self, and of high integrity
Negotiation Skills	Must be a good negotiator, particularly in changing behaviour and work practices but always Win/Win.
Communication and Interpersonal Skills	Well-developed oral and report-writing skills, ability to work with, lead and build motivated teams.
Human Resources Management Skills	Leadership Skills, Team Building and ability to train, develop, coach and mentor staff.