

Job Specification - Branch Manager - Piggs Peak

Key Deliverables of the Branch Manager

1. Sales:

- a. Achieve branch sales targets in accordance with budgets provided from time to time for internal and external sales.
- b. Achieve activity (activations, appointments) and conversion rate targets for all Field Sales Consultants and all teams as set from time to time.
- c. Increase market share in the public and private sectors guided by your portfolio targets set out in the budgets for the year.
- d. Assist in the development of marketing strategies for the financial year and implement as appropriate within the region.
- e. Provide training and oversight for all new recruits to ensure that they achieve the required level of competence as quickly as possible.
- f. Provide daily monitoring of all activity and conversion measurements, identifying negative variances and actioning same accordingly.
- g. Maintain detailed records of all activation and conversion data as well as of all interventions on underperforming Branch staff.
- h. Provide daily reports i.r.o activity and conversion statistics and interventions, as well as on general operational items, to line management, in the prescribed format and at the prescribed times.
- i. Identify, analyse and report on new trends in microfinance in the region.
- j. Interact and maintain key client relationships with employers and third parties.
- k. Ensure that service levels in the branch under your control meet the required standards.
- l. Ensure that visitors' registers and complaints' registers in the branch are strictly maintained and audited.
- m. Conduct daily, weekly and monthly meetings with your sales team(s) discussing the previous period's work and the following period's planned activities.
- n. Prepare and submit weekly plans at the end of each week detailing activities for the following week.

2. Collections:

- a. Ensure that feedback on collections matters is provided to the Collections Manager and General Manager daily.

3. Housekeeping:

- a. Carry out Branch monthly internal audits as set out in the audit templates, to the standard and in accordance with the deadlines set, to ensure compliance with Standard Operating Procedures ("SOPs").
 - b. Ensure adequate and proper control and management of all assets in your care, including but not limited to vehicles, electronic devices such as tablets, mobile phones, laptops, desktop, printers, copiers etc., furniture, fixtures and fittings, kitchen appliances, safety deposit boxes and/or safes, stationery, cash, vouchers etc. and ensure that proper records of all are maintained and that all are properly cared for and serviced/maintained in accordance with the manufacturer's specifications.
 - c. Ensure that the Select Group values, as defined from time to time, are shared with all staff, and actively propagated through induction sessions for all new staff and regular communication sessions with all existing staff, as well as actively practicing same and setting the example.
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Reporting Structure

The Branch Manager will report to the General Manager.

The Candidate

We seek the following in our desired candidate:

Qualification Requirement

A Degree in Business Studies, Business Management or Marketing is essential.

Experience/ Background Preference

1. The company will only consider candidates who have no less than 3 years' relevant experience in a financial services institution in Eswatini.
2. Previous Microfinance experience will be highly advantageous.
3. Previous managerial experience is essential.
4. Must be able to work flexible hours.
5. Must be highly computer literate.
6. Must be in possession of a valid, clean driver's licence.
7. A strong command of English, both written and verbal, is a requirement of the role.

Key Competencies

The successful candidate will need to demonstrate the following:

1. A self-starter who is performance driven and is able to handle the responsibilities associated with the position, with honesty and integrity.
2. A team player who is approachable and receptive to ideas/feedback from others.
3. Ability to communicate clearly both verbally and in writing.
4. A logical thinker who has a clear, focused and methodical approach to work.
5. Results orientated - strongly motivated to achieve results, adhere to deadlines.
6. Assertive - able to handle conflict, stand by principles and put forward ideas despite opposition.
7. Tough- minded, rarely upset by criticism and able to retain optimism despite setbacks.
8. Strong customer service skills.

Location

The position is based at the Select office at Office No.1, Ground Floor, SNPF Building, Evelyn Baring Street, Piggs Peak, Eswatini.

By nature of the group, travel will be required from any staff member of the company from time to time.

Compensation

An annual cost to company remuneration package, which will be commensurate with the technical skills and experience of the successful candidate.

Please forward applications to Nelisiwe Msibi: msibin@sms.co.sz

If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please note that we may retain your application and be in touch should a suitable opportunity arise in the future.