



Consolidated Bank of Kenya Ltd is Kenya's SME bank of choice that provides flexible financial solutions that support our customers in achieving success. The Bank is well positioned, with presence in majority of the country's business hubs to continually offer pleasant and convenient services. We seek to recruit high caliber, results oriented and self-driven individuals to fill the position of **Branch Managers** to be based in Nakuru and Embu.

## **BRANCH MANAGER**

### **Job Type**

Three (3) year Contract.

### **Job Purpose**

Reporting to the Head of Retail & SME, the Branch Manager will be responsible for running an effective and efficient branch leading to higher profitability and growth in line with the Bank's strategy, higher staff engagement and high levels of customer satisfaction.

### **Key Responsibilities**

- Implement the Bank's strategy at branch level in terms of growth in customer base with concurrent growth in branch liabilities and assets.
- Oversee customer service delivery, maintenance and improvement of Retail Banking service standards in order to ensure customer satisfaction and retention.
- Formulate and implement branch business plans, forecasts and budgets and ensure their control and periodic reviews.
- Provide guidance and leadership to staff and be responsible for their training and development.
- Manage the performance of staff to ensure delivery of set targets through diligent performance management.
- Implement and monitor the operational risk management guidelines for the branch.
- Support marketing initiatives and monitor and provide regular feedback on products performance.
- Maintain the look, feel and physical security of the branch premises as well as staff and customers.

## **Qualifications and Competencies**

- Holder of bachelor's degree in a business related field from a recognized university.
- Possession of professional banking qualifications such as AKIB and/or CPA (K) will be added advantage.
- At least 7 years' experience in general banking, 3 of which should have been in branch management.
- Should have experience in Credit Analysis and administration.
- Should have thorough knowledge and understanding of the banking industry.
- Should have excellent inter-personal, communication and negotiation skills with the ability to network and develop strong business relations.
- Should have strong leadership and people management skills with demonstrated competencies in championing high performance management.
- Should have excellent planning, organization, problem solving and analytical skills.

## **Method of Application**

Qualified and interested candidates who meet the above requirements should send their application in HARD COPIES quoting the title of the position applied for on the cover letter and envelope, together with a detailed Curriculum vitae, copies of certificates and the contact information of three referees to:

**The Head of Human Resources  
Consolidated Bank of Kenya Limited  
P.O. Box 51133 - 00200  
NAIROBI**

All applications should be sent through the above address ONLY, and received no later than **5.00 p.m.** on **Wednesday, 19<sup>th</sup> April 2023**. Only selected candidates will be contacted.

*Consolidated Bank of Kenya Limited is an equal opportunity employer.*