

Consolidated Bank 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 a qualified, experienced, competent and highly motivated individual to fill the position of Branch Manager.

BRANCH MANAGER - ELDORET

Job Purpose

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

Key responsibilities and accountabilities

- Implement the Bank's strategy at branch level i.e. 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, be responsible for their training and development, 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.

Minimum Qualifications and Experience

- Holder of bachelor's degree in a business related field from a recognized university.
- Possession of professional banking qualifications such as AKIB and CPA (K) will be added advantage.
- At least 7 years' experience in general banking, 3 of which should have been in branch management.
- Experience in Credit Analysis and administration.
- Thorough knowledge and understanding of the banking Industry.
- Excellent inter-personal, communication and negotiation skills with the ability to network and develop strong business relations.



- Strong leadership and people management skills with demonstrated competencies in championing high performance management.
- Excellent planning, organization, problem solving and analytical skills.

Interested and suitably qualified individuals should forward hard copies of their applications, enclosing copies of their academic and professional certificates, detailed CV indicating work experience, daytime contacts and addresses of 3 professionally relevant referees to reach the undersigned by **Friday, 6th December 2019**. Only shortlisted candidates will be contacted.

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

Consolidated Bank is an equal opportunity employer.