

JOB ADVERT- 2 POSITIONS (UPCOUNTRY)

ABOUT US:

Tanzania Commercial Bank is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products with a vision “to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services”. As part of organizational development and management of its human capital in an effective way, Tanzania Commercial Bank commits itself towards attaining, retaining and developing the highly capable and qualified workforce for Tanzania Commercial Bank betterment and the Nation at large.

Position:	Branch Manager
Department:	Retail and SME Banking
Section:	Branch Network
Reports to:	Manager Branch Network
Location:	1 Post -Dodoma & 1 Post - Mtwara

POSITION OBJECTIVE

We are seeking for Branch Managers to lead and oversee the operations of our Branches. The ideal candidate will be responsible for driving growth, profitability, and customer satisfaction while maintaining operational efficiency.

KEY RESPONSIBILITIES:

1. Develop the branch budget and strategy to ensure profitability.
2. Create and pursue sales opportunities to meet targets and exceed customer expectations.
3. Coordinate branch goals with retail officers for annual objectives and sales campaigns.
4. Conduct regular meetings with retail officers, branch staff, and training sessions to ensure branch coordination.
5. Track and evaluate branch objectives to assess progress and performance effectively.
6. Enhance the quality of business relationships with retail clients.

7. Visit customers regularly to maintain loyalty and expand customer base.
8. Offer financial products and services that cater to the unique needs of SMEs, such as business loans, working capital financing, and cash management solutions.
9. Provide expert advice and guidance to SME clients on financial matters, helping them achieve their growth objectives
10. Identify and target Government agencies at the local, regional, and national levels to solicit their banking business.
11. Develop and maintain strong relationships with Government officials, understanding their financial requirements and offering suitable banking solutions.
12. To liaise with the Public and Government officials in the area of operation of the Branch to maintain good public relations and project good image of the bank.
13. Comply with the Policies and standards, Local laws and Regulations, Controls and Procedures of the Bank
14. Identify and mitigate operation and environmental risk inherent in branch service delivery and minimize impact/exposure. Ensure tidiness across the branch premises and clean-desk policy is exercised.
15. Ensure that all branch staff as prescribed in the operating manuals/standard operating procedures (SOPs) adhere to all Operational Procedures.
16. To ensure that the branch is adequately supplied with stationery items and enough cash to meet day-to-day operations. You will also ensure that adequate security is in place with regard to cash and all bank documents/assets.
17. To carry out regular snap checks for cash in tills/strong-rooms, controlled stationery, all suspense accounts and stamp accounts.
18. To compile timely replies to all audit reports and ensure that auditors' recommendations are implemented accordingly.
19. Ensure availability of required stationeries and equipment's.
20. To carry out general administration of the branch.

21. To assess work force and development needs of the branch staff and advise Head office accordingly.
22. Plan and manage staff administration issues for support staff (i.e. local leave, training, Department staff rotation) in consultation with Manager Branches.
23. Carry out periodic staff evaluations.
24. Perform any other duties as may be assigned to you by Manager Branches or higher authorities.
25. Ensure that the Anti Money Laundering requirements are followed as follows:
 - a) Take all reasonable steps to verify and identify customers, including performing Quality Assurance on accounts opened, and the general KYC issues/CDD
 - b) Retain adequate records of identification, account opening and transactions and ensure timely and properly filling of customer mandates
 - c) Make/assist to effective reporting of suspicious transactions
 - d) Raise awareness of Money Laundering prevention by training all branch staff.

CONTRIBUTES TO:

- **Customer retention because of high customer service standards**
- Business growth as evidenced by attaining budget figures on revenue
- Minimization of operational costs thereby improving overall branch profitability
- Enhanced and robust control at the branch.

QUALIFICATIONS, SKILLS & EXPERIENCE

Holder of Bachelor Degree in Banking, Economics, Commerce, Business Administration, Finance or equivalent qualifications from recognized institutions. Must at least eight (8) years working experience in Banking Industry or Financial Institutions, in which at least three years' experience in managing Bank Branch operations, SME and Credit.

PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES

- Ability to demonstrate Tanzania Commercial Bank core values:
- Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to priorities work and to meet deadlines.

- Ability to work quickly, accurately and consistently when under pressure.
- A methodical and well-organized approach to work.
- Mature and able to work in a confidential environment.
- Has sound judgment, common sense and good humour.
- Strong leadership and people management skills.
- Strong skills in managing SME portfolio.
- Prioritize Task.
- Team Player.
- Proven leadership skills (Must have managerial experience in operations. and/or credit.
- Very strong business acumen, with ability to grow business.
- Ability to build effective relationships with all stakeholders
- Self-drive with a results-oriented mindset
- Effective communication and influencing skills, strong analytical skills with high level of attention to details.
- The position will attract a competitive salary package and fringe benefits

Applicants are invited to submit their resume via the following link:-

<https://www.tcbbank.co.tz/careers> Applications via other methods will not be considered. Applicants need to fill their personal information, academic certificates, work experiences, and application letter. Other credentials will be submitted during the interview for authentic check & administrative Measures.

Tanzania Commercial Bank has a strong commitment to environmental, health and safety management. Late applications will not be considered. Short listed candidates may be subjected to any of the following: a security clearance; a competency assessment and physical capability assessment.

Deadline of the Application is 2ndMay, 2024.