

Branch Manager

Background

DCB Commercial Bank PLC is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 9 branches, over 700 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We invite suitably qualified candidates to fill the positions of **Branch Manager**. The successful candidate will be responsible for managing overall branch budget as well as working within approval limits.

Key Responsibilities

- Developing workplace banking sales plan, process and is fully accountable and responsible for its execution aligned to the delivery of Retail or personal banking balance sheet and income statement growth.
- Growing quality asset portfolio and liability through retention of existing and growth of new customer base.
- Leading, developing, and managing the branch to ensure achievement of the business objectives with responsibility for revenue generation through increase of non-funded income and non-interest income and collection of interest.
- Developing branch plan including leads/sales prospect management and overall customer experience and positioning DCB Bank as a provider of quality customer solutions.
- Liaise with Chief Commercial and Chief Operation Officer, to optimize cost through effective resource management within the branch with maximum productivity and foster customer centric ethos within the branch.
- Building and sustaining positive business relationship with the client (including HNW and PEP) across all hierarchical levels, and other key stakeholders.
- Managing the implementation of all processes and procedures as stipulates in all branch operation manuals.
- Building awareness for the team, keeping updated and ensuring compliance with all pertinent regulations from BoT, CMSA, TRA, DSE, ELRA.
- Effectively manage the performance of your team in line with the bank's strategy and policies.

Qualifications and Experience

- Bachelor's degree in business related field; or Bachelor's degree in any field with a Master's degree in business administration.
- Five years' experience in banking business or operations.
- Adequate knowledge of banking and back-office branch operations.
- Excellent communication and interpersonal skills.
- Proven experience in driving performance.
- Strong market selling ability and credit analysis skills positive track record in building and maintaining business relationship and network.

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number **DCB-BM-05/2024** on the subject of the email. To be considered, **your applications MUST be submitted through recruitment@dcb.co.tz** not later than **11th June 2024**. Hard copy applications will not be accepted.