



1. JOB TITLE: Manager Service Center-Kariakoo Msimbazi

Kariakoo Branch NBC

End Date: February 27, 2025 (11 days left to apply)

Job Summary

Manage overall performance of the service center in terms of set sales, services and operational targets

Job Description

Key Accountabilities

Accountability: Business management- 20%

- Allocate duties to team members in order to achieve operational targets including prioritisation and work schedules.
- Benchmark productivity of the department against industry standards and create measures to improve productivity.
- Review performance against balanced scorecard components as prescribed by the Executive, discuss gaps and agree action plans to close gaps.
- Contribute to the development of business unit strategy for the next 2-3 years by providing a view on potential improvements for products or services and an assessment of the existing situation and anticipated changes in the external environment.

Accountability: People management- 30%

- Manage a team of staff to ensure effective daily operations Manage a team of people to ensure effective daily operations.
- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members

- Create effective workforce and recruitment demand plans to ensure that current and future business requirements can be met. Plans should be revised at least twice a year. Establish and maintain a succession plan for the team
- Manage a team to ensure effective daily operations
- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members
- Determine and analyse development needs for the team and ensure that identified training requirements are budgeted for and executed
- Establish and maintain a succession plan for the team
- Interview and recruit new members of the team, including determining appropriate compensation levels with input from Human Resources
- Create effective workforce and recruitment demand plans to ensure that current and future business requirements can be met. Plans should be revised at least twice a year
- Review and update the department's organisation structure and role description on at least an annual basis to ensure that they are fit for purpose and contain all the accountabilities of each team member
- Motivate to and obtain approval from the Head of ... for any additional headcount for the team
- Approve leave requests for team members and create leave plans to ensure adequate coverage
- Monitor overtime and ensure that it is kept to a minimum. Report excessive overtime to the Head of ... and create plans to address the issues
- When required, initiate disciplinary processes for team members calling on support from Human Resources when required

Accountability: Controls-15%

- Manage the implementation of all processes and procedures as stipulates in all branch operation manuals
- Ensure all reports and returns are prepared and submitted on time as required
- Ensure that business continuity plan is up to date and staff are fully aware of it and the responsibilities attached thereon·
- Build awareness, keep up to date and comply with kyc and aml regulations· comply and keep up todate with all policies and procedures·
- Adhere the procedure for protecting ones id and password·
- Manage and ensure prompt execution of audit queries/requests
- Ensure Branch cash balances daily
- Ensure adherence to safety ans security
- Ensure daily cash position is reported as required
- Ensure that strong room keys are properly managed as per policy
- Ensure that hand-overs of keys are properly done
- Report excess as soon as it arises and arrange for insurance cove
- Ensure that snap checks are done and recorded
- Manage all cash limits in the branch i.e. teller limits and total branch cash limits
- Manage and control effective ATM Replenishment and Balancing

- Manage and control cash movement to and from the branch and confirm security arrangement are in place

Accountability: Drive the achievement of contracted targets in the branch-20%

- Build, develop and maintain high performing team committed to achieving success through others
- Lay down strategies for achieving contracted targets and communicate to branch staff
- Look for new customers and take over business from competitors
- Implement world class management practice to drive branch performance in achieving to branch targets. Lead the branch in identifying and meeting customer needs through selling and cross selling nbc products and services·implement lead generation and referral systems in the branch·
- Review and evaluate the branch performance in accordance with the strategy manage business risk in the area of responsibility

Accountability: Enhance the unit image in the community-10%

- Identify a network of key customers and role players in the community and build relationship with them
- Create and maintain a high profile in the community
- Participate in the community functions effectively

Accountability: Manage personal career development-5%

- Keep updated with circulars, manuals and policies
- Meet training objectives as set out in personal training and development plan
- Proactively identify personal development areas and training needs
- Possess competent knowledge of nbc products and services and keep updated of changes

Role / Person Specification

Education and Experience Required

- Bachelor degree in Commerce/Banking and finance
- At least 5 years of working experience

Knowledge & Skills: (Maximum of 6) Competencies: (Maximum of 8 competencies)

- Deciding and initiating action
- Learning and researching
- Entrepreneurial and commercial thinking
- Relating and networking
- Adapting and responding to change
- Persuading and influencing
- Creating and innovating

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the

requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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2. JOB TITLE: Manager Service Center-Morocco Square

Victoria Branch NBC

End Date: February 27, 2025 (11 days left to apply)

Job Summary

Manage overall performance of the service center in terms of set sales, services and operational targets

Job Description

Key Accountabilities

Accountability: Business management- 20%

- Allocate duties to team members in order to achieve operational targets including prioritisation and work schedules.
- Benchmark productivity of the department against industry standards and create measures to improve productivity.
- Review performance against balanced scorecard components as prescribed by the Executive, discuss gaps and agree action plans to close gaps.
- Contribute to the development of business unit strategy for the next 2-3 years by providing a view on potential improvements for products or services and an assessment of the existing situation and anticipated changes in the external environment.

Accountability: People management- 30%

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- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members
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- Establish and maintain a succession plan for the team
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- Motivate to and obtain approval from the Head of ... for any additional headcount for the team
- Approve leave requests for team members and create leave plans to ensure adequate coverage
- Monitor overtime and ensure that it is kept to a minimum. Report excessive overtime to the Head of ... and create plans to address the issues
- When required, initiate disciplinary processes for team members calling on support from Human Resources when required

Accountability: Controls-15%

- Manage the implementation of all processes and procedures as stipulates in all branch operation manuals
- Ensure all reports and returns are prepared and submitted on time as required
- Ensure that business continuity plan is up to date and staff are fully aware of it and the responsibilities attached thereon
- Build awareness, keep up to date and comply with kyc and aml regulations
- comply and keep up to date with all policies and procedures
- Adhere the procedure for protecting ones id and password
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- Ensure daily cash position is reported as required
- Ensure that strong room keys are properly managed as per policy
- Ensure that hand-overs of keys are properly done
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- Ensure that snap checks are done and recorded
- Manage all cash limits in the branch i.e. teller limits and total branch cash limits
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Accountability: Drive the achievement of contracted targets in the branch-20%

- Build, develop and maintain high performing team committed to achieving success through others
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- Implement world class management practice to drive branch performance in achieving to branch targets. Lead the branch in identifying and meeting customer needs through selling and cross selling nbc products and services·implement lead generation and referral systems in the branch·
- Review and evaluate the branch performance in accordance with the strategy manage business risk in the area of responsibility

Accountability: Enhance the unit image in the community-10%

- Identify a network of key customers and role players in the community and build relationship with them
- Create and maintain a high profile in the community
- Participate in the community functions effectively

Accountability: Manage personal career development-5%

- Keep updated with circulars, manuals and policies
- Meet training objectives as set out in personal training and development plan
- Proactively identify personal development areas and training needs
- Possess competent knowledge of nbc products and services and keep updated of changes

Role / Person Specification

Education and Experience Required

- Bachelor degree in Commerce/Banking and finance
- At least 5 years of working experience

Knowledge & Skills: (Maximum of 6) Competencies: (Maximum of 8 competencies)

- Deciding and initiating action
- Learning and researching
- Entrepreneurial and commercial thinking
- Relating and networking
- Adapting and responding to change
- Persuading and influencing
- Creating and innovating

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service

Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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3. JOB TITLE: Business Development Officer.

Ubungo Branch NBC

End Date: February 26, 2025 (10 days left to apply)

Job Summary

Growth of the Micro SME & Agribusiness Business portfolio and Deposits by initiate and support business activities at Branch

Job Description

Key Accountabilities

Growth of quality loan portfolio (Branch targets)

- Onboarding of eligible borrowing customers as per Product Procedure Manuals
- Follow up on pipelines/sale leads to ensure maturity within agreed timeline.
- Identify, explore, and negotiate business (lending) opportunities with existing and new and customers.
- Engaging with external and internal business stakeholders to ensure that the Bank's interests are properly presented and safeguarded.

Credit underwriting functions

- Receive and review Credit applications and ensure compliance to approved checklist of required documents.
- Liaise with Credit Risk Committee members to ensure eligible customers are visited to validate the information submitted, business and collaterals provided.
- Assessment (credit appraisal) of Micro-SME & Agribusiness credit applications to determine creditworthiness for Bank's financing in-line with Product Procedure Manuals.
- Ensure all credit applications forwarded to HQ for approval were reviewed, discussed, and deliberated by Credit Risk Committee (as per Product Procedure) Attend/address all issues or queries raised by HQ (Retail credit/Business) in collaboration with Credit Risk Committee without compromising procedure.

Loan Portfolio Management

- Ensure approved loans adhere to approved terms and conditions.

- Ensure post disbursement business visits are made to confirm fund utilization and report/take necessary action where deviation occurs.
- Ensure customers' visits are made and reports are prepared as per the Bank's guidelines.
- Ensure proper documentation and record keeping of all approved credit application documents at branch. Facilitate timely renewal/refinancing of eligible existing facilities.
- Review loan portfolio and recommend appropriate interventions to ensure it performs in line with approved performance indicators and targets.
- Help branch to devise and execute turnaround or recovery measures geared to improve quality of loan portfolio. Any duty assigned by supervisor.

Deposit mobilization & Cross selling

- Mobilize deposits from new and existing Micro-SME & Agribusiness customers
- Cross selling of Bank's existing and new products & services Support Liaison role between internal and external stakeholders
- Any duty assigned by supervisor.

Capacity building

- Conduct mass marketing/training with customers (potential & existing)
- Conduct products awareness sessions with branches or external customers

Relationship management & Advisory function

- Develop and maintain business relationships with customers on the Bank's behalf.
- Customer advisor on various business or lending requirements and devise proper credit structuring.

Reporting & Meeting attendance

- Compulsory attendance at Credit Risk Committee, Loan delinquency and collections meetings etc. as directed by authority.
- Preparation and submitting of standard periodic reports or any report as required by management. Any duty assigned by supervisor.

Education and Experience Required

- Masters /bachelor's degree in Agri-business, accounting, Finance, Economics, Marketing, and any other related field with experience in Micro SME & Agribusiness Industry.
- At least 3 Years experience in Micro SME & Agribusiness Lending Business

Knowledge & Skills:

- Deciding and initiating action
- Learning and researching
- Entrepreneurial and commercial thinking
- Relating and networking
- Adapting and responding to change
- Persuading and influencing
- Creating and innovating

Behavioral skills

- Critical thinking perspective

- Good interpersonal, team working/networking with internal and external customers.
- Ability to organize and manage stakeholders' engagements.
- Leadership qualities (innovative, creative, change champion)
- Ability to prioritize and execute tasks in a high-pressure environment.
- Ability to work with minimum supervision.

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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4. JOB TITLE: Business Development Officer.

Mwanjelwa Industrial Area

End Date: February 26, 2025 (10 days left to apply)

Job Summary

Growth of the Micro SME & Agribusiness Business portfolio and Deposits by initiate and support business activities at Branch

Job Description

Key Accountabilities

Growth of quality loan portfolio (Branch targets)

- Onboarding of eligible borrowing customers as per Product Procedure Manuals

- Follow up on pipelines/sale leads to ensure maturity within agreed timeline.
- Identify, explore, and negotiate business (lending) opportunities with existing and new and customers.
- Engaging with external and internal business stakeholders to ensure that the Bank's interests are properly presented and safeguarded.

Credit underwriting functions

- Receive and review Credit applications and ensure compliance to approved checklist of required documents.
- Liaise with Credit Risk Committee members to ensure eligible customers are visited to validate the information submitted, business and collaterals provided.
- Assessment (credit appraisal) of Micro-SME & Agribusiness credit applications to determine creditworthiness for Bank's financing in-line with Product Procedure Manuals.
- Ensure all credit applications forwarded to HQ for approval were reviewed, discussed, and deliberated by Credit Risk Committee (as per Product Procedure) Attend/address all issues or queries raised by HQ (Retail credit/Business) in collaboration with Credit Risk Committee without compromising procedure.

Loan Portfolio Management

- Ensure approved loans adhere to approved terms and conditions.
- Ensure post disbursement business visits are made to confirm fund utilization and report/take necessary action where deviation occurs.
- Ensure customers' visits are made and reports are prepared as per the Bank's guidelines.
- Ensure proper documentation and record keeping of all approved credit application documents at branch. Facilitate timely renewal/refinancing of eligible existing facilities.
- Review loan portfolio and recommend appropriate interventions to ensure it performs in line with approved performance indicators and targets.
- Help branch to devise and execute turnaround or recovery measures geared to improve quality of loan portfolio. Any duty assigned by supervisor.

Deposit mobilization & Cross selling

- Mobilize deposits from new and existing Micro-SME & Agribusiness customers
- Cross selling of Bank's existing and new products & services Support Liaison role between internal and external stakeholders
- Any duty assigned by supervisor.

Capacity building

- Conduct mass marketing/training with customers (potential & existing)
- Conduct products awareness sessions with branches or external customers

Relationship management & Advisory function

- Develop and maintain business relationships with customers on the Bank's behalf.
- Customer advisor on various business or lending requirements and devise proper credit structuring.

Reporting & Meeting attendance

- Compulsory attendance at Credit Risk Committee, Loan delinquency and collections meetings etc. as directed by authority.
- Preparation and submitting of standard periodic reports or any report as required by management. Any duty assigned by supervisor.

Education and Experience Required

- Masters /bachelor's degree in Agri-business, accounting, Finance, Economics, Marketing, and any other related field with experience in Micro SME & Agribusiness Industry.
- At least 3 Years experience in Micro SME & Agribusiness Lending Business

Knowledge & Skills:

- Deciding and initiating action
- Learning and researching
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- Relating and networking
- Adapting and responding to change
- Persuading and influencing
- Creating and innovating

Behavioral skills

- Critical thinking perspective
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Qualifications

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5. JOB TITLE: Business Development Officer.

Kahama Branch NBC

End Date: February 26, 2025 (10 days left to apply)

Job Summary

Growth of the Micro SME & Agribusiness Business portfolio and Deposits by initiate and support business activities at Branch

Job Description

Key Accountabilities

Growth of quality loan portfolio (Branch targets)

- Onboarding of eligible borrowing customers as per Product Procedure Manuals
- Follow up on pipelines/sale leads to ensure maturity within agreed timeline.
- Identify, explore, and negotiate business (lending) opportunities with existing and new and customers.
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- Review loan portfolio and recommend appropriate interventions to ensure it performs in line with approved performance indicators and targets.

- Help branch to devise and execute turnaround or recovery measures geared to improve quality of loan portfolio. Any duty assigned by supervisor.

Deposit mobilization & Cross selling

- Mobilize deposits from new and existing Micro-SME & Agribusiness customers
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- At least 3 Years experience in Micro SME & Agribusiness Lending Business

Knowledge & Skills:

- Deciding and initiating action
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- Relating and networking
- Adapting and responding to change
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Behavioral skills

- Critical thinking perspective
- Good interpersonal, team working/networking with internal and external customers.
- Ability to organize and manage stakeholders' engagements.
- Leadership qualities (innovative, creative, change champion)
- Ability to prioritize and execute tasks in a high-pressure environment.
- Ability to work with minimum supervision.

Qualifications

Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Further Education and Training Certificate (FETC) - Business, Commerce and Management Studies, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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