



## **JOB TITLE: Business Development Manager Insurance**

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**Locations:** Head Office NBC

**Time type:** Full time

**Time left to apply:** End Date: March 14, 2025 (13 days left to apply)

**Job requisition id:** R-15972319

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

### **Job Summary**

- Support Head of Insurance in effectively achieving revenue targets, deliver excellent service and meet productivity targets.
- Develop and manage a high-performing sales team through coaching, talent management programs and specialized training programs.
- Support overall Sales officers, Business development managers and Ro's on processing their insurance leads to closure

### **Job Description**

Accountabilities

Business Management 40%

- Achieve & drive agreed Insurance targets by managing and supporting a team of sales Officers through offering of a wide range of products and services.

- Develop and implement strategies to increase insurance sales across different business segments within the bank
- Identify new market opportunities, partnerships, and cross-selling initiatives within the bank's ecosystem.
- Monitor and analyze business performance and propose action plans for continuous improvement.
- Supervise and support assigned sales teams in achieving their Bancassurance targets.
- Monitor sales performance and prepare reports
- Collaborate with Branch Managers, Business development managers, and insurance partners to drive business expansion.
- Ensure seamless coordination between the sales teams and insurance providers

### **People Management and Development 20%**

- Create an empowering environment for team members, encouraging individual ownership and initiative for growth of Insurance Business.
- Set high performance and productivity standards for team delivery.
- Develop and communicate an annual plan to optimize the resources (Financial, human and physical) as agreed with the line manager in driving efficiency and growth of the business.
- Involve Head of Insurance and in developing the annual resource and capacity plans.
- Build and develop a high performing team, through embedding performance management and business insight that will facilitate strategic growth.
- Maximize performance sales Officers by identifying development of training needs and ensure coaching or delivery of training takes place.
- Provision of data and reports for effective performance management of the sales team
- Acts as escalation point for operational issues touching on sales teams
- Pursue own development to increase personal effectiveness, acknowledging strengths and areas for development

### **Customer Service Management 15%**

- Proactively and professionally support sales officers to manage client experience by providing appropriate on job training and coaching on product and services delivery.

- Keep an active and accurate records/log of customers complains discussions/correspondences with clients and provide timely feedback on unresolved /resolved issues.
- Use client feedback to improve product and service offering.
- Participate in weekly performance review, and knowledge sharing meetings with the sales officers or any assigned business segment
- Understand and articulate aggregated cluster requirements feedback to shape the customer proposition and product offering
- Ensure high quality, knowledgeable service levels in branches to exceed customer expectations
- Build a motivated, committed and focused sales teams, consistently delivering creative, precise and customer-focused service
- Collaborate cross-functionally to provide high standard of service delivery

#### **Risk, Control and Compliance Management 15%**

- Ensure that All sales Officers review underwriting manual and collect relevant documentations as per the underwriting procedures
- Ensure sales Officers take accountability on the accuracy and quality of the documents of all underwriting materials and claims
- Review incident reports raised from branches and take required actions e.g. escalation, disciplinary action etc.
- Ensure premium bookings are posted on time and with accurate premiums as per the MRO
- Understand and manage risks and risk events (incidents) relevant to the role.”
- Contribute and deliver to the improvement of the risk profile by delivering improved governance, risk management, controls and compliance requirements.

#### **Change Management 10%**

- Comply and keep abreast of all policies, procedures, and circulars updates.
- Ensure self-development pertaining to career path to develop knowledge and skills
- Complete all critical compliance training
- Project manage all major organizational changes within the cluster such as organizational structure changes, IT/system changes or process changes, Process Improvement,
- Communicate strategic changes to branch management and ensure that any target changes are agreed.

**Education and Experience Required:**

- University degree preferably in Insurance, Actuarial, business/finance-related field.
- A master's degree and/or accounting certification is an added advantage.
- Minimum of 3 years' experience in a Bancassurance intermediary or busy insurance brokerage firm.
- Experience with customer management, insurance/banking operations, and relationship management

**Knowledge & Skills:**

- Excellent sales, negotiation, and relationship management skills.
- Numerical Skills with Proficiency in use of Microsoft Excel.
- Ability to analyze data and provide strategic business insights.
- Strong leadership and team management skills.
- Good understanding of regulatory requirements in Bancassurance.
- Excellent communication and presentation skills.

**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)

**APPLY HERE**