



JOB TITLE: Branch Manager (Dodoma)

Dodoma, Tanzania

Purpose of the Role

The Branch Manager is responsible for driving branch sales and profits, ensuring smooth and efficient branch operations, and delivering exceptional customer service. This includes managing and mentoring a team of banking professionals, ensuring adherence to banking regulations, and contributing to the bank's growth through effective business development and operational management.

Summary of the key duties and responsibilities

1. Operational Management

- Oversee and ensure the day-to-day operations of the branch, ensuring compliance with internal systems, policies, and regulations of the Bank of Tanzania (BOT).
- Ensure the operational efficiency of the branch and productivity of its staff, including overseeing loan approvals, lines of credit, and other fiscal matters.
- Supervise and maintain an integrated system to ensure accurate and up-to-date transaction records, including inter-bank transactions.

- Handle complex issues and work with other branches to ensure a seamless customer experience.
- Regularly prepare periodic and statutory reports for management and the Board of Directors as required.

2. Business Development and Sales

- Promote and drive the sales of banking products and services, with a focus on customer acquisition, relationship building, and growth of deposits and loans.
- Identify and pursue business opportunities within the community to increase the bank's visibility and enhance both new and existing business opportunities.
- Monitor the performance of retail products and advise management on necessary adjustments to meet objectives.
- Develop and implement strategies for growing the branch's account base and achieving sales targets.

3. Customer Service and Relationship Management

- Ensure the highest level of customer satisfaction by resolving complaints promptly and effectively, while maintaining a service-driven culture.
- Mentor and guide staff to deliver superior customer service and foster strong client relationships.
- Offer advisory services to both customers and staff on financial matters and banking procedures.
- Authorize payments and transactions on customers' accounts, ensuring compliance with internal limits and procedures.

4. Team Leadership and Development

- Lead, motivate, and mentor branch staff to deliver exceptional service, sales, and operational performance.
- Develop performance objectives for each team member, monitor progress, and take corrective actions as needed to address underperformance.
- Foster a team-oriented environment that emphasizes employee development and collaboration.

5. Financial Responsibilities

- Oversee the preparation and analysis of financial statements for the branch.
- Manage branch budgets, forecasts, and ensure financial reports comply with regulatory requirements.

- Implement and monitor fiscal plans, ensuring resource allocation is within budget.

6. Compliance and Security

- Ensure branch compliance with all relevant legislation, internal policies, and KYC (Know Your Customer) requirements.
- Take responsibility for the security and safety of branch property, equipment, and sensitive customer information.
- Maintain accurate records for tax, regulatory agencies, and other financial stakeholders.

7. Administrative and Miscellaneous Tasks

- Oversee branch administrative functions, including the maintenance of equipment and systems.
- Contribute to the continuous improvement of banking practices, eliminating waste and suggesting new practices.
- Participate in special projects and additional duties as assigned by the AGM or other senior management.

8. Coaching & Mentoring

- Regularly coach and mentor the branch sales team to improve performance and ensure sales targets are met.
- Monitor and report the performance of the sales team according to agreed-upon KPIs.

Key Competencies required and Academic background

Qualifications

- Bachelor's degree in Finance, Accounting, Economics, or a related field.
- Minimum of 5 years in banking, preferably with experience in business development, sales, or branch operations.

Knowledge, Skills, and Key Competencies

- Strong leadership, communication, and interpersonal skills.
- Excellent customer service, sales, and networking abilities.
- Good understanding of banking products, operations, and relevant financial regulations.
- Ability to analyze financial data, manage budgets, and develop strategies for growth.

- Strong decision-making and problem-solving skills, with the ability to manage pressure effectively.
- A strategic thinker who balances operational management with long-term goals.
- Effective communication and relationship-building skills, both internally and externally.
- Strong commercial awareness and the ability to adapt to a dynamic banking environment.
- High integrity, honesty, consistency, and reliability.
- Ability to drive performance, manage team dynamics, and foster a customer-centric culture.

Interested candidates are requested to submit their applications. The deadline for application is **28th June 2025**. Only shortlisted candidates will be contacted.

[APPLY HERE](#)