

**TPB Bank PLC is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products.**

**TPB Bank PLC is a Bank, whose vision is "to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services". As part of effective organizational development and management of its human capital in an effective way, TPB BANK PLC commits itself towards attaining, retaining and developing the highly capable and qualified workforce for TPB BANK PLC betterment and the Nation at large.**

## BRANCH MANAGER UPCOUNTRY- READVERTISED

TPB Bank PLC seeks to appoint dedicated, self-motivated and highly organized Branch Manager (1 position) to join the Directorate of Technology and Operations team.

<b>DIRECT REPORTING LINE</b>	CHIEF MANAGER BRANCHES
<b>LOCATION</b>	UPCOUNTRY
<b>WORK SCHEDULE</b>	As per TPB Bank PLC Staff regulations
<b>DIVISION</b>	Branches
<b>SALARY</b>	Commensurate to the Job Advertised

### *POSITION OBJECTIVE*

1. Branch Manager is the Representative of the Bank in your area of operation. You will up-hold the image and culture of the Bank in your services and lifestyles. You will market TPB and its products to the population as well as ensuring that staff under you participates in this mission.
2. To run the branch as a profit centre, managing the sales process by acquiring new business and deepening existing customer relationships and maintaining operational efficiency while providing the appropriate service standards.
3. To ensure risk levels are minimized and acceptable so as to enhance revenues and profitability of the branch.

#### *KEY RESPONSIBILITIES*

- Generate new business via sales promotions, out-marketing calls, customer visits (current/potential), and build relationship with existing customers.
- To mobilize deposits and ensure that growth in deposits conform to the annual budget plans.
- Ensure the highest standards of customer service are provided in order that our services are perceived as being the best in the local market including handling customer complaints.
- 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;
- Ensure reconciliation of suspense accounts
- To carry out general administration of the branch.
- Ensure that all Operational Procedures are adhered to by all branch staff as prescribed in the operating manuals.
- 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.
- To carry out regular snap checks for cash in tills/strong-rooms, controlled stationery, all suspense accounts and stamp accounts.
- To compile timely replies to all audit reports and ensure that auditors' recommendations are implemented accordingly.
- Ensure availability of required stationeries and equipments
- Control Branch expenses and ensure that they are within the approved budgets and proper management.
- To assess manpower and development needs of the branch staff and advice Head office accordingly.
- Plan and manage staff administration issues for support staff (i.e. local leave, training, Dept staff rotation) in consultation with the Branch manager.
- Carry out periodic staff evaluations
- Follow-up and ensure that all Revenue due to the Bank is correctly charged and collected by the Bank.
- Counter sign with the BFO, all debits to the Profit and Loss accounts
- Manage service delivery, to review output of tellers, customer service and enquiries to ensure adherence to Branch standards.

- Ensure timely submission of Branch reports/returns to Head-office as required.
- 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
  - 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.
- Ensure tidiness across the branch premises and clean-desk policy is exercised.
- Perform any other duties as may be assigned to you by Chief Manager Branches or higher authorities.
- Comply with the Policies and standards, Local laws and Regulations, Controls and Procedures of the Bank.
- Report Suspicious Transactions
- Print and Verify Accounts opened and Closed report against actual documents and sign on the register.
- Ensure Dual control is in place in the record room at the branch.

#### *CONTRIBUTES TO*

- Customer retention as a result 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

#### *EXPERIENCE AND KNOWLEDGE REQUIRED*

Education: Bachelor degree/Advanced diploma in Banking, Economics, commerce, Business Administration, Finance or Accounting from any recognized University or equivalent.

Experience:

Three (3) years and above of relevant Banking experience,  
Working knowledge of Banking Systems Functionality

Skills / Attributes:

- Strong leadership & people management skills
- Prioritize Tasks
- Team player

The position will attract a competitive salary package, which include benefits. Applicants are invited to submit their resume (*indicating the position title and location in the subject heading of their emails and application letter*) via e-mail to: [recruitment@tpbbank.co.tz](mailto:recruitment@tpbbank.co.tz) **Applications via other methods will not be considered. Applicants need to submit only the Curriculum Vitae (CV) and the letter of applications starting the job advertised and the location. Other credentials will have to be submitted during the interview for authentic check and other administrative measures and should not in any way be attached during application.**

TPB Bank PLC 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; physical capability assessment and reference checking.

**AVOID SCAMS:** NEVER pay to have your CV / Application pushed forward.

Any job vacancy requesting payment for any reason is a SCAM. If you are requested to make a payment for any reason, please use the [Whistle blower policy of the Bank](#), or call 0222162940 to report the scam. You also don't need to know one in TPB BANK PLC to be employed. TPB BANK PLC is merit based institution and to achieve this vision, it always go for the best.

**Please forward your applications before 2<sup>nd</sup> May, 2018**