

## Job Specification - Branch Manager, Qacha's Nek

### Lesotho

#### Key Deliverables of the Branch Manager

##### 1. Sales:

- i. Achieve sales figures in accordance with budgets provided from time to time.
- ii. Achieve activity (activations, appointments) and conversion rate targets for all agents and teams as set from time to time.
- iii. Increase market share in the public sector guided by your portfolio targets set out in the budgets for the year.
- iv. Assist in the development of marketing strategies for the financial year and implement as appropriate within the region.
- v. Recruit appropriately qualified sales agents and team leaders, in accordance with the manpower requirements as defined from time to time.
- vi. Provide training and oversight for all new recruits to ensure that they achieve the required level of competence as quickly as possible.
- vii. Provide daily monitoring of all activity and conversion measurements, identifying negative variances and actioning same accordingly.
- viii. Maintain detailed records of all activation and conversion data as well as of all interventions on underperforming agents and team leaders.
- ix. Provide daily reports, i.r.o. activity and conversion statistics and interventions as well as on general operational items, to line management, in the prescribed format and at the prescribed times.
- x. Identify, analyze and report on new trends in microfinance in the region.
- xi. Interact and maintain key client relationships with employers and third parties.
- xii. Ensure that service levels in branches and satellite offices under your control meet the required standards.
- xiii. Ensure that visitors' registers and complaints registers in branches and satellite offices are strictly maintained and audited.
- xiv. Conduct daily, weekly and monthly meetings with your sales team(s) discussing the previous period's work and the following period's planned activities.
- xv. Prepare and submit weekly plans at the end of each week detailing activities for the following week.

##### 2. Collections:

- i. Ensure collection of byproducts from ministries, Counties and other cost centres within your region to meet the set deadline every month.
  - ii. Ensure that feedback on byproduct status and collection is provided to Collections Manager and country head daily.
  - iii. Ensure that payments from ministries, Counties and other cost centres within your region are promptly followed up with and collected.
  - iv. Ensure that feedback on payments status and collection is provided to Collections Manager and country head daily.
  - v. Ensure that any dropped accounts and/or uploads, as informed by the Collections Manager, are promptly notified to the relevant cost centre, county or ministry and are promptly followed up with in accordance with deadlines as provided from time to time.
  - vi. Ensure monthly mismatches are lodged at respective payrolls and feedback provided within the set deadlines.
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- vii. Partial Performing Arrears Rollover Campaigns, as allocated to each RM monthly, to be actioned daily (calling - appointment - rollover) and reported on daily to the Collections Manager and Country Head.
  - viii. Calling, tracing and visiting of next of kin on deceased client matters to obtain death certificates for submission to the Collections Manager to conclude deceased claims via the relevant credit life insurer. Reporting on these daily to the Collections Manager and Country Manager.
3. Housekeeping:
- i. Carry out regional monthly internal audits as set out in the audit templates, to the standard and in accordance with the deadlines set, to ensure compliance with Standard Operating Procedures (SOPs).
  - ii. Ensure adequate and proper control and management of all assets in your care, including but not limited to vehicles, electronic devices such as tablets, mobile phones, laptops, desktop, printers, copiers etc., furniture, fixtures and fittings, kitchen appliances, safety deposit boxes and/or safes, stationery, cash, vouchers etc. and ensure that proper records of all are maintained and that all are properly cared for and serviced/maintained in accordance with the manufacturers specifications.
  - iii. Ensure that the Select Group values, as defined from time to time, are shared with all staff, and actively propagated through induction sessions for all new staff and regular communication sessions with all existing staff, as well as actively practicing same and setting the example.

## **Reporting Structure**

The Branch Manager will report to the Regional Manager.

## **The Candidate**

We seek the following in our desired candidate:

### ***Qualification Requirement***

1. A Secondary Education Certificate/Matric is essential.
2. A relevant tertiary qualification is preferable.

### ***Experience / Background Preference***

1. The company will only look at candidates who have no less than THREE years relevant work experience in a financial services institution in Lesotho.
2. Previous Microfinance experience will be highly advantageous.
3. Previous managerial experience is essential.
4. Must be able to work flexible hours.
5. Must be highly computer literate.
6. Must be in possession of a valid, clean drivers licence.
7. A strong command of English, both written and verbal, is a requirement of the role.

### ***Key Competencies***

The successful candidate will need to demonstrate the following:

1. A strong customer service focus.
2. Sales and business development skills.
3. A passion for financial markets.
4. Self-assurance and a confident manner.
5. The ability to influence and persuade others.
6. Strong interpersonal and communication skills, both verbal and written.
7. Strong time management skills - the ability to prioritise and manage workflow.

8. A strong work ethic.
9. Strict attention to detail.
10. A self-starter who is proactive, shows initiative and displays high levels of self-motivation.
11. Ability to work and think independently.
12. An inquisitive nature and desire to learn.
13. A friendly approach and the ability to influence and persuade others.
14. Ability to build strong relationships with team members, company management and clients.
15. Be alert to changing situations, show flexibility in approach, adaptability in difficult circumstances and continuously strive to achieve meaningful results.

#### **Location**

The position is based at the Lesana Office in Qacha's Nek District.

By nature of the group, travel will be required from any staff member of the company from time to time.

#### **Compensation**

An annual cost to company remuneration package, which will be commensurate with the technical skills and experience of the successful candidate.

Please forward applications to Vincent Khitsane: [vkhitsane@lesana.co.ls](mailto:vkhitsane@lesana.co.ls)

If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please be assured that we shall retain your application and will be in touch should a suitable opportunity arise in the future.