

## **Job Specification - Branch Manager - Siteki**

### **Overview**

Select Africa Limited is an Isle of Man company, established over 25 years ago with the intention of owning a number of retail financial services businesses in Africa, outside of South Africa. It is the holding company of the Select Africa group of companies ("Select Africa").

The controlling shareholder of Select Africa Limited is the African Alliance Group - an investment banking group owned by management and also operating in Africa. Select Advisors is the South African affiliate of Select Africa ("Group"). The business focusses on financial services, including property development ([www.malkernssquare.com](http://www.malkernssquare.com)) in Africa and currently owns loan book operations in Eswatini, Lesotho, Kenya, Uganda and Malawi. Select Africa is a supplier of both housing and housing micro-finance solutions, utilising various collection mechanisms but primarily that of a salary deduction model.

A key element of Select Africa's strategy is to aggressively grow its scale of operation over the next four to five years. This involves both the growth of existing operations, the use of new technologies and the startup of operations in new African countries. The senior leadership of Select Africa is intensely focused on the creation of a meaningful financial services group within a relatively short time frame.

The culture of the Group is one of young professional pioneers, who aggressively seek out entrepreneurial opportunities and look to deliver profitable performances with no excuses for non-delivery of agreed upon targets. This requires team players who are self-driven and motivated. The business is staffed by individuals that are extremely diligent in terms of detail, systems, collections, service and strategy execution. The operating standards are already those of a listed company.

There are many challenges in doing business in Africa, but our team views these as opportunities and seeks ways of dealing with the many obstacles in our way. This requires a "can do" attitude and a problem-solving outlook with a determined approach to achieving goals. All prospective staff should have a passion for Africa and believe in its prospects.

### **Key Deliverables of the Branch Manager**

#### **1. Sales:**

- a. Achieve branch sales targets in accordance with budgets provided from time to time for internal and external sales.
  - b. Achieve activity (activations, appointments) and conversion rate targets for all Field Sales Consultants and all teams as set from time to time.
  - c. Increase market share in the public and private sectors guided by your portfolio targets set out in the budgets for the year.
  - d. Assist in the development of marketing strategies for the financial year and implement as appropriate within the region.
  - e. Provide training and oversight for all new recruits to ensure that they achieve the required level of competence as quickly as possible.
  - f. Provide daily monitoring of all activity and conversion measurements, identifying negative variances and actioning same accordingly.
  - g. Maintain detailed records of all activation and conversion data as well as of all interventions on underperforming Branch staff.
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- h. 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.
- i. Identify, analyse and report on new trends in microfinance in the region.
- j. Interact and maintain key client relationships with employers and third parties.
- k. Ensure that service levels in the branch under your control meet the required standards.
- l. Ensure that visitors' registers and complaints' registers in the branch are strictly maintained and audited.
- m. Conduct daily, weekly and monthly meetings with your sales team(s) discussing the previous period's work and the following period's planned activities.
- n. Prepare and submit weekly plans at the end of each week detailing activities for the following week.

## 2. Collections:

- a. Ensure that feedback on collections matters is provided to the Collections Manager and General Manager daily.

## 3. Housekeeping:

- a. Carry out Branch 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").
- b. 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 manufacturer's specifications.
- c. 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 General Manager.

## The Candidate

We seek the following in our desired candidate:

### ***Qualification Requirement***

A Degree in Business Studies, Business Management or Marketing is essential.

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

1. The company will only consider candidates who have no less than 3 years' relevant experience in a financial services institution in Eswatini.
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 driver's 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 self-starter who is performance driven and is able to handle the responsibilities associated with the position, with honesty and integrity.
2. A team player who is approachable and receptive to ideas/feedback from others.
3. Ability to communicate clearly both verbally and in writing.
4. A logical thinker who has a clear, focused and methodical approach to work.
5. Results orientated - strongly motivated to achieve results, adhere to deadlines.
6. Assertive - able to handle conflict, stand by principles and put forward ideas despite opposition.
7. Tough- minded, rarely upset by criticism and able to retain optimism despite setbacks.
8. Strong customer service skills.

### **Location**

The position is based at the Select office at Lubombo Mall, shop No.14, 150/180 Flametree Park, Siteki, Eswatini

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 [recruitment@selectafrica.net](mailto:recruitment@selectafrica.net)

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